



Executive Committee Members, thank you for the opportunity to provide a written submission on item EX12.1 of the Executive Committee Meeting 12 Agenda.

The Rideshare Drivers Association of Ontario agree wholeheartedly with Mayor Chow's recommendation to have the City Manager do a further analysis of the RideFair Toronto - Rideshare Drivers Association of Ontario Independent Report, "Legislated Poverty", to be used to further understand the health of the industry in Toronto as well as recommend appropriate regulatory controls to prevent further exploitation of marginalized workers within the City's boundaries.

It is also important to understand the ability of the privately-owned Toronto Region fleet to convert from a 3.5-billion-dollar fleet to a 5-billion-dollar privately-owned EV fleet by 2030 under the current conditions.

Based on the information Council has received up to today, and including the Independent Report, where the data used to compile earnings came directly from the drivers who are being exploited, the time to act is now.

We stand behind the data presented, and I would submit to this Executive Committee that in the absence of any legitimate data proving otherwise, this data should be utilized today to apply any such regulatory tool in the purview of the city to help end the poverty of this class of marginalized workers.

To those who say, "Why not quit if it's so bad", I say to those askers 'You have Privilege not afforded to this class of workers". For many, Gig work is the last stop on the train. If not Gig work, then welfare if eligible.

Attached to this written submission is a copy of the current "Toronto Region" contract Uber has with its drivers.

There are many things to note, and I am certain those who want to read it will, and those who have already chosen a path to vote for the corporations, will politely decline.



Toronto LR# 54553S-1



Ontario LR# OL3917



Earnings

The primary area of focus to understand how drivers earn on their platform, is the per-use fees tables. Per-Use fees are the time and milage fees from which a fare is calculated for the driver's earnings pre-commission.

Example: A trip was 10 km after picking up a rider and going from point A to B. The time accumulated while the rider was in the car was 20 minutes.

The basic formula, before adding any Uber algorithmic magic is $(20 \times .18) + (10 \times .81) = (\$3.60) + (\$8.10) = \11.70 and the Fare split is Driver \$8.78 and Uber \$2.92

Of course, when you review the contract, there are many other items that Uber will take from both the rider and the driver, so Uber's take is far higher than what is shown in the example.

Below is a table showing the Per-Use Fares for the regions in Ontario, and we hope you are as shocked as we are that Ottawa and Toronto Region (Immigration Capitals) are paid 50% & 36% less than drivers in Windsor, Niagara, and Kingston Regions, and 17% & 6% less than Kitchener/Waterloo and London Region.

Region	Ottawa	Toronto and Hamilton Region	Kingston, Niagara, and Windsor Region	Kitchener, Waterloo and London Region
Per Minute	0.15	0.18	0.25	0.15
Per Kilometer	0.75	0.81	1.10	0.90
1min + 1km	0.90	0.99	1.35	1.05

As many are aware, Ottawa and Toronto are immigration hot spots and coincidentally are also the lowest paid regions perpetuating further exploitation.

Further review of the contract will raise other questions.

For example, Uber charges the rider multiple surcharges through the driver's earning stream, then charges the driver a value equal to those surcharges.



Year-End Reporting

When reviewing the Tax Summary that each driver receives from Uber at the end of the fiscal year several questions immediately come to mind. As you can see on the following page, although a plethora of fees are run through the driver's earning stream, there is only one line item off which the driver earns revenue, and that is the fare itself, of which Uber says they take a 20% and up to 28% commission.

Driver Revenue Stream		UBER Extraction from Driver Revenue Stream		Take Rate
Gross Uber rides fares	\$55,135.56	Service Fee	\$13,784.93	25.0%
Booking Fee	\$9,750.29	Other amounts (Booking, Regulatory, Airport, Green and Split Fare Fees)	\$11,483.23	100%
Regulatory recover fee	\$1,359.58			
Airport Fee	\$359.86			
Split Fare	\$13.50			
Miscellaneous (Cleaning Fee)	\$20.00	Fee Discount (Toll Fees paid back)	-\$358.18	0%
Tolls	\$358.08			
Tips	\$3,156.08		\$0.00	0%
GST/HST collected	\$8,660.65	GST/HST charged to driver	\$3,190.69	
Driver Stream Total	\$78,813.60	Uber Extraction Total	\$28,100.67	35.7%

The mileage summary on this tax report states:

On Trip Mileage 39,114 km
 Online Mileage 58,694 km

In this summary, the driver's gross revenues, before costs and taxes, and after Uber has extracted their "fees" is \$44,526.71. Applying the maximum CRA reimbursement amounts for 2023 would produce a Net Earnings total of \$6,662.55.

The tax summary is very confusing and warrants a regulatory review. It is unclear why fees never intended to be paid to the driver are routed through their revenue stream, and it is also unclear how the GST/HST amounts charged to the driver by Uber have been calculated.

Empty driving 33% of the time. The remaining empty online time is spent in parking lots or side streets when you can find parking but is not accounted for in the tax summary.

Missing from an Uber Tax Summary is how many hours a driver was on the platform unengaged and waiting for a trip request.

It's missing for a reason, and that reason is to prevent easy knowledge of the inconvenient facts surrounding well-below minimum wage earners.



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Ride-Hail EV Initiative

In terms of understanding Uber's current practices where Plug-In Electric Vehicles are concerned, I urge you to look at the higher-rate commissions Uber takes from those drivers, negating any incentive that might be offered to use a Plug-In Electric on their platform. Don't be fooled. The drivers all know which direction the incentive dollars flow. Uber takes 20% from Legacy Drivers, 25% from non-legacy drivers, and a whopping 28% from EV drivers.

Uber's stated and implied plan, as is evident in the communications distributed to drivers on the Uber Platform, is to issue any incentive payments for Plug-In EV based on the point system Uber refers to as "UBER PRO".

In simple terms, the more trips you take in any period (3 months) the more points you receive. There are multiple levels of achievement. Blue, Gold, Platinum, and Diamond. Uber offers 1 to 3 points per ride, depending on time of day, and other fuzzy factors.

Blue	0-299
Gold	300-899
Platinum	900-1699
Diamond	1700

Any drivers achieving gold status or higher are investing significant amounts of time on the platform to obtain those trips.

This is important to know, because Uber's plan is to distribute any Plug-In EV incentives to top-tier drivers.

In Uber's recent Public Information Campaign to "set the record straight", they claim that at any given hour, 7% of the fleet is on the road in Toronto, and 13% during peak hours.

Well, if that were true, then 87% to 93% of the fleet would be part-time, with no chance of ever obtaining the hours and trips required to receive any EV incentive.

When Uber talks about their Toronto Fleet, a full-time driver is a Unicorn. They've heard they exist, but they've never actually seen one. So why then, would their plan be to give the incentives to them?

Uber appears to find ways to obfuscate the uncomfortable and inconvenient truths surrounding their unethical and exploitative business practices.

To coin a famous line from "The Big Short", Uber continues to state, in every case, that 1+1=fish



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Moving Forward

It is clear to the Rideshare Drivers Association of Ontario that Platform Companies such as UBER and Lyft, left to their own Corporate Ethics and Business Practices, will not do the right thing in any case.

We feel it is incumbent on all levels of government to apply regulations and restrictions in the absence of the socio-economic behaviors we would expect to see from these companies, especially in regard to how they market their brands.

Given that the near future inevitably will see regulatory changes forthcoming, and not knowing how the platforms will respond, it is also incumbent on all levels of government to build in some job protections for the workers.

In the case of potential municipal remedies, we might suggest that some, or all, of the following recommendations be considered:

- 1) Right Sizing the fleet.
- 2) Regulating the Fare Structure.
- 3) Limiting the commission paid to platforms.
- 4) Licensing Drivers directly and allowing them to drive on the platform of their choice.
- 5) Providing a communication system for drivers to talk to other drivers.
- 6) Lobby Provincial Government to include Rideshare Drivers, and all Gig workers in general, in the Ontario Employment Standards Act.

The Rideshare Drivers Association of Ontario will continue to support our Municipal Government in understanding the industry, and we pledge to work with you through this endeavor.

We feel that one of your best data sources for researching the health of the industry is the drivers themselves.

We will continue to collect real-time data, publish our reports, and make drivers available to City Council any time you need them.

In closing, we are at your disposal and look forward to working together for a healthy and profitable future.

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P2P RIDESHARING

ADDENDUM

Region: ONTARIO

Version: February 22, 2024

Key updates in this version:

- Booking Fee increase in Toronto and Niagara Region; the Booking Fee is charged to Riders and collected from you by Uber (section 4)
- Increased City Fees charged by the City of Toronto and City of London (section 5)
- Added Reserve Airport Pickup for Comfort Electric in Toronto (section 15)
- Decreased lower bound of the dynamic amount of Reservation Fee for Reserve trips (section 15)

You entered into a Platform Access Agreement (“**Agreement**”) with Uber Raiser Canada Inc. (“**Uber**”) and Uber Technologies, Inc. for your use of certain software and other services. This is an Addendum to that Agreement with additional terms and conditions that apply when you provide Transportation Services in the region indicated in the title of this Addendum. This Addendum supersedes and replaces any earlier Addendum, or portion thereof, relating to the matters herein. **By clicking “Yes, I agree”, you agree to the supplemental terms below.** Undefined capitalized terms used here mean what they mean in the main terms of the Agreement. Here, “ride” or “trip” means the same as an instance of “Transportation Services”, and “driver” has the same meaning as “Transportation Provider”, in the main terms.

1. **Fares.** Fare components for trips commencing in the following areas are as follows:

“Toronto Region” (consisting of the Cities of Toronto and Kawartha Lakes, Halton and Peel Regions, Grey, Dufferin, and Simcoe Counties, and York and Durham Regional Municipalities)							
	UberX, Green	Assist	WAV	UberXL	Uber POOL	Comfort	Comfort Electric
Base Fare	\$3.17	\$3.09	\$3.00	\$5.67	N/A	\$4.44	\$4.44
Per Minute	\$0.18	\$0.18	\$0.18	\$0.35	N/A	\$0.26	\$0.25
Per KM	\$0.81	\$0.81	\$0.81	\$1.55	N/A	\$0.93	\$1.13
Minimum charge (incl. Booking Fee ¹)	\$5.25	\$5.25	\$5.25	\$8	\$5.50	\$11.72	\$12.62
Cancellation Fee	\$6	\$6	\$6	\$6	\$3	\$6	\$6
Rider No Show Fee	\$6	\$6	\$6	\$6	\$5	\$10 (driver- initiated cancellation)	\$10
Fee to Rider for Additional Companion	N/A	N/A	N/A	N/A	\$1	N/A	N/A
Wait Time Per Minute (as applicable)	\$0.35 (+Surge)	\$0	\$0	\$0.40 (+Surge)	N/A	\$0.60	\$0.60

“Toronto Region” (consisting of the Cities of Toronto and Kawartha Lakes, Halton and Peel Regions, Grey, Dufferin, and Simcoe Counties, and York and Durham Regional Municipalities) <i>*excluding trips commencing at Toronto Pearson International Airport (“YYZ”)*</i>				
	Premier	Premier SUV	Black	Black SUV
Base Fare	\$7.69	\$9.94	\$12.42	\$20.44
Per Minute	\$0.50	\$0.63	\$0.85	\$0.89
Per KM	\$1.78	\$2.11	\$2.23	\$2.29
Minimum charge (incl. Booking Fee ¹)	\$15	\$25	\$15.75	\$25.75
Cancellation Fee	\$10	\$10	\$10	\$10
Rider No Show Fee	\$20	\$25	\$20	\$25
Wait Time Per Minute (as applicable)	\$1.06	\$1.34	\$0.85	\$0.89

¹ The Booking Fee is not a component of your Fare, but is included in Uber’s calculation of the minimum recommended amount for you to charge Riders.

Premier, Premier SUV, Black and Black SUV trips *commencing at Toronto Pearson International Airport* (“YYZ”)				
	Premier	Premier SUV	Black	Black SUV
Base Fare	\$7.69	\$7.69	\$12.42	\$20.44
Per Minute	\$0.40	\$0.50	\$0.85	\$0.89
Per KM	\$1.20	\$1.70	\$2.23	\$2.29
Minimum charge (includes Booking Fee ¹)	\$13	\$25	\$40	\$40
Cancellation Fee	\$10	\$10	\$10	\$10
Rider No Show Fee	\$20	\$25	\$20	\$25
Wait Time Per Minute (as applicable)	\$1.06	\$1.34	\$0.85	\$0.89

“Ottawa Region” (consisting of the City of Ottawa, Lanark and Prescott & Russell Counties, the City of Gatineau, and Papineau RCM)					
	UberX, Green	Assist	UberXL	Comfort	Premier
Base Fare	\$2.17	\$2.09	\$5.19	\$2.94	\$7.15
Per Minute	\$0.15	\$0.15	\$0.25	\$0.22	\$0.44
Per KM	\$0.75	\$0.75	\$1.25	\$0.86	\$1.83
Minimum charge (non-YOW pickups) (includes Booking Fee ¹)	\$6	\$6	\$7.35	\$10	\$15
Minimum charge (YOW pickups only) (includes Booking Fee ¹)	\$9.67	\$9.67	\$15.47	\$12.57	\$22.24
Cancellation Fee	\$6.00	\$6.00	\$6.00	\$6.00 (Rider initiated) / \$10 (driver-initiated)	\$10
Wait Time Per Minute (as applicable)	\$0.50 (+Surge)	\$0	\$0.90 (+Surge)	\$0.70	\$1.06

“Hamilton Region” (consisting of the City of Hamilton)			
	UberX, Green	UberXL	Comfort
Base Fare	\$3.17	\$5.10	\$4.44
Per Minute	\$0.18	\$0.29	\$0.23
Per KM	\$0.81	\$1.30	\$1.04
Minimum charge (includes Booking Fee ¹)	\$5.25	\$12.00	\$14.27
Cancellation Fee	\$6.00	\$6.00	\$6 (Rider initiated) / \$10 (driver initiated)
Wait Time Per Minute (as applicable)	\$0.30 (+Surge)	\$0.35 (+Surge)	\$0.60

“London Region” (consisting of Middlesex, Elgin, and Lambton counties)			
	UberX, Green	UberXL	Comfort
Base Fare	\$3.17	\$5.10	\$4.44
Per Minute	\$0.15	\$0.24	\$0.20
Per KM	\$0.90	\$1.44	\$1.04
Minimum charge (includes Booking Fee ¹)	\$5.85	\$14.00	\$13.10
Cancellation Fee	\$6.00	\$6.00	\$6 (Rider initiated) / \$10 (driver-initiated)
Wait Time Per Minute (as applicable)	\$0.30 (+Surge)	\$0.35 (+Surge)	\$0.60

“Kitchener-Waterloo Region” (consisting of Waterloo Region, Brantford, and Brant, Oxford, and Wellington Counties)			
	UberX, Green	UberXL	Comfort
Base Fare	\$3.17	\$5.10	\$4.44
Per Minute	\$0.15	\$0.24	\$0.22
Per KM	\$0.90	\$1.44	\$1.04
Minimum charge (includes Booking Fee ¹)	\$5.85	\$14.00	\$14.27
Cancellation Fee	\$6.00	\$6.00	\$6 (Rider initiated) / \$10 (driver-initiated)
Wait Time Per Minute (as applicable)	\$0.31 (+Surge)	\$0.35 (+Surge)	\$0.60

“Kingston Region” (consisting of the City of Kingston and Frontenac County)			
	UberX, Green	UberXL	Comfort
Base Fare	\$3.67	\$5.87	\$5.19
Per Minute	\$0.25	\$0.40	\$0.35
Per KM	\$1.10	\$1.76	\$1.27
Minimum charge (includes Booking Fee ¹)	\$5.55	\$8.88	\$10.00
Cancellation Fee	\$6.00	\$6.00	\$6 (Rider initiated) / \$10 (driver initiated)
Wait Time Per Minute (as applicable)	\$0.33 (+Surge)	\$0.39 (+Surge)	\$0.60

Niagara Region			
	UberX, Green	UberXL	Comfort
Base Fare	\$3.67	\$5.90	\$5.19
Per Minute	\$0.25	\$0.40	\$0.34
Per KM	\$1.10	\$1.76	\$1.27
Minimum charge (includes Booking Fee ¹)	\$6.35	\$14.00	\$14.27
Cancellation Fee	\$6.00	\$6.00	\$6 (Rider initiated) / \$10 (driver-initiated)
Wait Time Per Minute (as applicable)	\$0.39 (+Surge)	\$0.45 (+Surge)	\$0.60

“Windsor Region” (consisting of Essex County and the Municipality of Chatham-Kent)			
	UberX, Green	UberXL	Comfort
Base Fare	\$3.67	\$5.87	\$5.19
Per Minute	\$0.25	\$0.40	\$0.35
Per KM	\$1.10	\$1.76	\$1.31
Minimum charge (includes Booking Fee ¹)	\$6.35	\$12.00	\$10.00
Cancellation Fee	\$6.00	\$6.00	\$6 (Rider initiated) / \$10 (driver initiated)
Wait Time Per Minute (as applicable)	\$0.24 (+Surge)	\$0.30 (+Surge)	\$0.60

2. **Surge.** From time to time, the Fare may be increased by a multiple (applicable on base fare, per minute, and per kilometre amounts) or by an amount, as a result of marketplace supply and demand or other factors ("**Surge**"). If so, the Driver App will, along with the Request, surface the applicable Surge amount or multiple. The Surge amount is deemed to be a part of your Fare. Any applicable Surge multiple may also apply to any wait time fees where stated in section 1 of this Addendum.

3. **Service Fee.** In exchange for the services provided to you by Uber, you agree to pay to Uber a Service Fee for each accepted trip request equal to the total Fare (which does not include the Booking Fee) (all before taxes), times the applicable percentage set forth below.

Region where trip starts	UberX, Green	UberXL	WAV	Assist	Comfort / Comfort Electric	Premier	Premier SUV
Toronto (for Driver Accounts first activated on or before Aug 14, 2015)	20%	28%	0%	15%	28%	28%	28%
Toronto (for Driver Accounts first activated after Aug 14, 2015)	25%	28%	0%	15%	28%	28%	28%
Ottawa (for for Driver Accounts first activated on or before Aug 14, 2015)	20%	28%	N/A	15%	28%	28%	N/A
Ottawa (for Driver Accounts first activated after Aug 14, 2015)	25%	28%	N/A	15%	28%	28%	N/A
Hamilton, Kitchener-Waterloo, London, Kingston, Niagara, and Windsor Regions	25%	30%	N/A	N/A	28%	N/A	N/A

Region where trip starts	Black	Black SUV
Toronto	25%	28%

4. **Booking Fee.** You will charge Riders a Booking Fee, as a component of Other Fees, and Uber will charge you amounts equal to these fees, as follows.

UberX, Green		
Region where trip starts	Trip Distance (KM)	Booking Fee
Toronto	0–3.99 km	\$1.60
	4–9.99 km	\$1.92
	10–20.99 km	\$2.06
	21+ km	\$2.77

UberX, Green		
Region where trip starts	Trip Distance (KM)	Booking Fee
Ottawa	0–4.99 km	\$2.51
	5–12.99 km	\$1.75
	13–19.99 km	\$1.00
	20+ km	\$0.00
Hamilton	0–3.99 km	\$2.47
	4–9.99 km	\$2.54
	10–20.99 km	\$1.70
	21+ km	\$2.06
Kitchener- Waterloo or London	0–3.99 km	\$2.08
	4–9.99 km	\$1.80
	10–17.99 km	\$2.76
	18–29.99 km	\$1.42
	30+ km	\$0.00
Niagara	0–3.99 km	\$3.51
	4–9.99 km	\$2.10
	10–13.99 km	\$1.38
	14+ km	\$2.10
Windsor	0–3.99 km	\$1.96
	4–9.99 km	\$0.44
	10–13.99 km	\$0.51
	14+ km	\$0.00
Kingston	All distances	\$2.55

Region where trip starts	UberXL	Assist	WAV	Uber POOL	Comfort	Comfort Electric
Toronto	\$3.00	\$2.75	\$2.75	\$1.75	\$3.58	\$3.85
Ottawa	\$3.00	\$3	N/A	N/A	\$3.90	N/A
Hamilton	\$4.80	N/A	N/A	N/A	\$4.36	N/A
Kitchener-Waterloo	Minimum Booking Fee of \$4 charged at the start of a trip, and a continuous rate of \$0.32 per 1 km applied thereafter up to a maximum of \$7.	Minimum Booking Fee of \$3 will be charged at the start of a trip, and a continuous rate of \$0.20 per 1 km applied thereafter up to a maximum of \$6.				N/A
London						N/A
Niagara	\$5.36	N/A	N/A	N/A	\$4.36	N/A
Windsor	\$5.20	N/A	N/A	N/A	\$4.36	N/A
Kingston	\$4.08	N/A	N/A	N/A	\$3.32	N/A

Region	Premier	Premier SUV	Black	Black SUV
Toronto	Minimum Booking Fee of \$3.99 charged at the start of a trip, and a continuous rate of \$0.30 per 1 km applied once the distance travelled on a trip exceeds 3 km to a maximum of \$6.00.	Minimum Booking Fee of \$5.32 charged at the start of a trip, and a continuous rate of \$0.30 per 1 km applied once the distance travelled on a trip exceeds 3 km to a maximum of \$8.00.	\$0	\$0
Ottawa	\$8.28	N/A	N/A	N/A

In addition, for each trip using the Uber Black and Uber Black SUV options, you will charge the Rider an additional Supplementary Booking Fee of \$2.00 per trip, as a component of Other Fees, and Uber will charge you an amount equal to these fees.

5. **TNC/City Fees Recovery Surcharges.** You will charge Riders a per-trip fee for every trip started in the locations below, as a component of Other Fees, and Uber will charge

you an amount equal to these fees. Where reference is made to a City, Town or County, this means trips starting within the legal borders of that City, Town or County only.

Location	TNC/City Fees Recovery Surcharge
City of Barrie	\$0.16
City of Guelph	\$0.18
Hamilton Region	\$0.32
Waterloo Region and Oxford Counties	\$0.13
London Region	\$0.45
Niagara Region	\$0.19
Windsor Region	\$0.19
City of Toronto	\$0.34
City of Brampton	\$0.30
City of Mississauga	\$0.30
City of Vaughan	\$0.15
Town of Whitby	\$0.13
Town of Oakville	\$0.15
City of Ottawa	\$0.11
City of Pickering	\$0.35
City of Newmarket	\$0.35
City of Kingston	\$0.25
City of Markham	\$0.30
Town of Ajax	\$0.10
County of Brant	\$0.08
City of Oshawa	\$0.20
Town of Caledon	\$0.20

6. **Accessibility Fees Recovery Surcharges.** You will charge Riders a per-trip fee for every trip started in the locations below, as a component of Other Fees, and Uber will charge you an amount equal to these fees. Where reference is made to a City, Town or County, this means trips starting within the legal borders of that City, Town or County only.

Location	Accessibility Fees Recovery Surcharge
City of Toronto	\$0.10
City of Ottawa	\$0.10
Town of Ajax	\$0.06
County of Brant	\$0.08
Town of Milton	\$0.07

7. **Up-front Pricing.** Uber may display a ride option to Riders that allows a Rider to agree to a fixed fare for a given ride, which fixed fare is communicated via the Uber Rides Platform to a Rider at the time a ride is booked (“**Up-Front Pricing**”). In the event that you provide Transportation Services to Riders who choose to use the Up-Front Pricing option, you acknowledge and agree that: (a) the Fare for each such instance of Transportation Services is a fixed fare, which is communicated to a Rider when the ride is booked, and communicated to you at the end of such ride (“**Up-Front Fare**”) (for the avoidance of doubt, “Up-Front Fare” has the same meaning as “Fare” in the Agreement except as specifically set forth in this Addendum); and (b) the Up-Front Fare will be calculated based on historical data for similar UberX (or other relevant P2P ridesharing option) trips, taking into account various factors including time of day, day of week and age of comparable trip data as well as any applicable surge at the time the ride is booked. Service Fees on Up-Front Fares will be the same as for other UberX (or other relevant P2P ridesharing option) trips in your region. If a Rider changes their destination during a particular trip, the Up-Front Fare will no longer apply; rather the Fare will be calculated based upon a base fare amount plus distance and/or time amounts as set forth in this Addendum. You maintain the right at all times to negotiate a Fare with the Rider that is different from the recommended Up-Front Fare, in accordance with section 6.1(c) of the main Agreement terms.

8. **UberX Share:** Uber may display a ride-matching option to Riders in your region that enables two or more Riders unknown to each other to share in all or a portion of a given trip provided by you. This option is known as “**UberX Share**”.

- 8.1. *Unmatched trip:* If a Rider selects the UberX Share option but is not successfully matched with another Rider, then the Fare will be at least 5% less

than what the Fare would have been for an equivalent non-shared trip on UberX, and the Service Fee payable to Uber will be reduced by an amount such that the net Fare (net of Uber's Service Fee) is the same as it would have been for the equivalent ordinary trip with UberX.

- 8.2. *Matched trips:* If two or more Riders are successfully matched together on a single trip, and if you accept the Request for the added shared trip, then the Fare and Other Fees charged to the co-Riders for the shared trip will be, in sum, at least as much as what the the Fare and Other Fees would have been for an equivalent non-shared trip with UberX commencing at the pickup of the very first co-Rider and ending at the dropoff of the very last co-Rider. The Fare amount will be apportioned between the Riders based on each Rider's time and distance, and may be apportioned more greatly to a Rider whose destination causes other co-Rider(s) to travel longer than they would have in a non-shared trip with UberX. Each Rider will be charged an individual Booking Fee.

For a successfully-matched trip, the Service Fee that you pay to Uber will vary per trip leg and will be viewable in the Driver App. The Service Fee for each trip leg will be a minimum of 5% and a maximum of 45% of the Fare for that trip leg. The Service Fee will be calculated such that the net Fare (net of Uber's Service Fee) is at least as much as what the net Fare would have been for an equivalent non-shared trip with UberX commencing at the pickup of the very first co-Rider and ending at the dropoff of the very last co-Rider.

You will have the choice and opportunity to reject each added Rider's trip, with no penalty to you.

- 8.3. *Rider changes:* For both matched and unmatched UberX Share trips, if, following a Rider Request, a Rider's requested dropoff point or routing is changed to be materially different from that specified at the time of making the Request in the Uber Platform, the Fare will be adjusted accordingly to reflect the Rider's requested change.
- 8.4. *Other Fees:* For both matched and unmatched trips, Other Fees (such as airport fees, city fees, and Booking Fees) for the trip may be adjusted downward for each Rider.
- 8.5. *Cancellations and wait times:* For both matched and unmatched trips with UberX Share, wait time fees and Cancellation Fees are the same as for a non-shared trip with UberX, as described in section 1 above.

9. **UberPOOL (Innisfil Transit Only).**

9.1. For Transportation Services in the Town of Innisfil under the Innisfil Transit product only, Uber may display ride-pooling options to Riders that allow two (2) or more Riders unknown to one another to share in all or a portion of a given ride provided by you (each option, “**UberPOOL**”). If you provide a ride to Riders utilizing UberPOOL, you acknowledge and agree that once a Rider initiates, and you accept, a ride utilizing an UberPOOL option, one (1) or more additional Riders may also initiate separate ride requests (i.e., request a pick up and/or drop off), such that multiple rides are being provided by you simultaneously.

9.2. For each such ride (or series of rides provided simultaneously in whole or in part), the recommended Fare for an individual ride will be based on the estimated time and distance applicable to that individual ride plus a fee for an additional Rider companion, if any, and will be communicated to you in the Driver App before that ride starts, and is subject to the remaining paragraphs below (“**UberPOOL Fare**”; for clarity, “UberPOOL Fare” has the same meaning as “Fare” in the Agreement main terms except as specifically set forth in this Addendum):

The Service Fee that you pay to Uber will vary on a per-ride basis and will be communicated to you in the Driver App before the ride starts. However, the Service Fee that you pay to Uber for a given ride provided to an UberPOOL Rider where no other rides are simultaneously being provided (i.e., there is no matched Rider) will not exceed the Service Fee that you would pay for the same ride to a Rider not utilizing UberPOOL.

Where, following a Rider Request, the actual dropoff point of a Rider using UberPOOL is materially different from that Rider’s dropoff point specified at the time of ride request in the Uber Rides Platform, the Fare paid by that Rider for their ride will not be based on the UberPOOL Fare and will instead be calculated based on current UberX fares. For clarity, no discount will apply. The relevant applicable Service Fee will be computed pursuant to the “Service Fee” section of this Addendum above.

10. **Out-of-Region Surcharge.** For each trip commencing in a city operating region and ending outside of that operating region, you will charge the Rider an additional surcharge of \$0.35/km for the entire trip. The Out-of-Region Surcharge is deemed to be a part of your Fare but it will not be subject to the Service Fee. You will receive and keep the entirety of the Out-of-Region Surcharge. For this surcharge, the city operating regions are the regions defined in section 1.

11. **Gatineau-Ottawa Surcharge.** For each trip commencing in the Ottawa Region and terminating in the Gatineau Region, you will charge the Rider an additional surcharge of \$5.00 per trip. The Gatineau-Ottawa Surcharge is deemed to be a part of your Fare but it will not be subject to the Service Fee. You will receive and keep the entirety of the Gatineau-Ottawa Surcharge. If the Gatineau-Ottawa Surcharge applies, then the Out-of-Region Surcharge will not apply.
12. **Uber Green.** For every trip completed using the low-emissions or zero-emissions vehicle option known as “Uber Green”, you will charge Riders an additional \$1. Uber will charge you a “Green Future Program” fee of \$0.50 for every trip completed using the Uber Green option. This option may not be available in your region.
13. **Uber Pet.** For every trip completed using the pet-friendly vehicle option known as “Uber Pet”, an Uber Pet Fee of \$5 is an additional component of the Fare. If this option is available in your region, you may choose whether to opt-in or opt-out of Uber Pet trips. Whether or not you choose to use the Uber Pet option, **you must transport service animals** under human-rights laws and in accordance with the [Service Animal and Assistive Devices Policy](#). A service animal is not a pet.
14. **UberX Priority.** Uber may display a ride-matching option to Riders in your region that enables a rider to offer an extra fee for a higher likelihood of receiving a faster acceptance of their Requests. This option is known as “UberX Priority”. For each trip completed using the UberX Priority option, the Fare will be calculated as it normally would for an UberX trip, except you will charge the Rider an additional surcharge which is surfaced to you along with the Request in the Driver App and which is deemed to be an additional part of your Fare. You may accept or decline the Request, just like any other Request.
15. **Reserve.** You may receive Requests for pre-arranged trips scheduled in advance. This option is known as:
 - **“Premium Reserve”** when the trip requested is a Premier, Premier SUV, Black, or Black SUV trip;
 - **“Uber Reserve”** when the trip requested is an UberX, UberXL, Comfort or Comfort Electric trip;
 - **“Premium Reserve Airport Pickup”** when the trip requested is a Premier, Premier SUV, Black, or Black SUV trip commencing at an airport such as YYZ; and
 - **“Reserve Airport Pickup”** when the trip requested is an UberX, UberXL, or Comfort, Comfort Electric trip commencing at an airport such as YYZ,(collectively referred to as **“Reserve”**)

If you receive a Reserve Request, you will be provided with additional information about the Request including the date and time of the trip, expected driver earnings, and

general pick-up and drop-off area. In addition, Uber may communicate certain parameters to you regarding Reserve trips in advance of those trips. For example, communicated parameters could be to be online in the Driver App at least 60 minutes prior to the commencement of the pre-arranged trip, and/or to be within a certain driving distance of the Rider at the time you receive the in-app notification to drive towards the pickup location, otherwise the Uber Rides Platform may consider your acceptance of the Request to have been cancelled by you. You can retrieve these additional parameters in the Driver App, e.g. by selecting 'See details' under 'Reservation Policy'. If you accept the Request, you are communicating to the Rider that you are committing to transport the Rider at that future time and date.

The Fare, Service Fee and Other Fees for a pre-arranged Reserve trip are the same as for the equivalent non-Reserve trip option, except that (a) you will charge Riders an additional Reservation Fee, as set out below, which is an additional component of your Fare and is subject to the usual Service Fee, (b) the minimum charge will be a dynamic amount within the range set out below and reflected in your Reserve up-front offer amount, and (c) instead of the normal Cancellation Fees and wait time fees, you will charge a different Cancellation Fee to the Rider in certain situations, as set out in the table below.

The recommended **Reservation Fee** will be calculated as the total of the Base Reservation Fee set out below *plus* a dynamic amount that will be equal to the estimated Fare for the trip multiplied by a factor ranging from -0.15 to $+0.5$. The multiplier on the dynamic portion of the Reservation Fee will vary based upon pickup location and time, estimated demand, and other marketplace conditions, but will not exceed \$80.00. This Reservation Fee will be an additional component of your Fare and subject to the usual Service Fee. Surge will not apply on Reserve trips.

Toronto "Core" geographic area definition: the area bounded as South of Lawrence Ave W, East of Jane St until Bloor St W and then East of S Kingsway until Lakeshore Blvd, West of Victoria Park Ave and North of Lakeshore Blvd and Queens Quay

Toronto Region - Reserve (non-Airport)

		Uber Reserve				Premium Reserve			
		UberX	Uber XL	Comfort	Comfort Electric	Premier	Premier SUV	Black	Black SUV
Base Reservation Fee	Mon-Sun 3AM-7AM (Core)	\$18	\$28	\$24	\$26	\$9	\$10	\$7	\$7
	Mon-Thu 10AM-4PM, 7PM-3AM; Fri-Sun 7AM-12PM (Core)	\$10	\$16	\$13	\$14	\$9	\$10	\$7	\$5
	Mon-Thu 7AM-10AM, 4PM-7PM (Core)	\$18	\$29	\$23	\$25	\$9	\$10	\$9	\$12
	Fri-Sun 12PM-3AM (Core)	\$23	\$36	\$30	\$32	\$14	\$17	\$17	\$20
	All other days and times (outside Core)	\$8	\$13	\$10	\$11	\$9	\$10	\$7	\$5
Minimum charge range (includes Booking Fee ¹)	Mon-Sun 3AM-7AM (Core)	\$5.25 – \$21	\$8 – \$34	\$11.72 – \$27	\$12.62 – \$29	\$7.69 – \$46	\$9.94 – \$55	\$12.42 – \$50	\$25.75 – \$60
	Mon-Thu 10AM-4PM, 7PM-3AM; Fri-Sun 7AM-12PM (Core)							\$12.42 – \$43	\$25.75 – \$55
	Mon-Thu 7AM-10AM, 4PM-7PM (Core)							\$12.42 – \$48	\$25.75 – \$55
	Fri-Sun 12PM-3AM (Core)							\$12.42 – \$48	\$25.75 – \$55
	All days and times (outside Core)							\$12.42 – \$50	\$25.75 – \$55

Toronto Region - Reserve Airport Pickup					
		UberX	UberXL	Comfort	Comfort Electric
Base Reservation Fee	Mon-Sun 7AM-3PM	\$7	\$7	\$8	\$8
	Mon-Sat 3AM-7AM, 3PM-10PM; Sun 3AM-7AM, 3PM-6PM	\$9	\$9	\$10	\$11
	Mon-Sat 12AM-3AM, 10PM-Midnight; Sun 12AM-3AM, 6PM-Midnight	\$13	\$10	\$12	\$12
Minimum charge (includes Booking Fee ¹)	Mon-Sun 7AM-3PM	\$20	\$40	\$28	\$33
	Mon-Sat 3AM-7AM, 3PM-10PM; Sun 3AM-7AM, 3PM-6PM	\$27	\$50	\$36	\$41
	Mon-Sat 12AM-3AM, 10PM-Midnight; Sun 12AM-3AM, 6PM-Midnight	\$28	\$54	\$37	\$42

Toronto Region - Premium Reserve Airport Pickup					
		Premier	Premier SUV	Black	Black SUV
Base Reservation Fee	Mon-Sun 7AM-3PM	\$9	\$4	\$3	\$4
	Mon-Sat 3AM-7AM, 3PM-10PM; Sun 3AM-7AM, 3PM-6PM	\$10	\$6	\$6	\$6
	Mon-Sat 12AM-3AM, 10PM-Midnight; Sun 12AM-3AM, 6PM-Midnight	\$10	\$7	\$7	\$8
Minimum charge (includes Booking Fee ¹)	Mon-Sun 7AM-3PM	\$47	\$57	\$83	\$92
	Mon-Sat 3AM-7AM, 3PM-10PM; Sun 3AM-7AM, 3PM-6PM	\$50	\$63	\$91	\$105
	Mon-Sat 12AM-3AM, 10PM-Midnight; Sun 12AM-3AM, 6PM-Midnight	\$53	\$66	\$97	\$105

Ottawa “Core” geographic area definition: neighbourhoods of Mechanicsville, Hintonburg, Little Italy, LeBreton Flats, Centretown West, The Glebe, Old Ottawa South, Ottawa East, Centretown, Golden Triangle, Lowertown, Byward Market, Sandy Hill, Vanier

Ottawa Region - Reserve (non-Airport)					
		Uber Reserve			Premium Reserve
		UberX	UberXL	Comfort	Premier
Base Reservation Fee	Mon-Thu 3AM-7AM; Fri-Sun 4AM-7AM (Core)	\$7	\$15	\$18	\$5
	Mon-Thu 10AM-4PM, 7PM-3AM; Fri-Sun 7AM-12PM (Core)	\$6	\$10	\$8	\$8
	Mon-Thu 7AM-10AM, 4PM-7PM (Core)	\$14	\$19	\$15	\$8
	Fri-Sun 12PM-4AM (Core)	\$19	\$25	\$21	\$10
	All days and times (outside Core)	\$8	\$13	\$10	\$5
Minimum charge range (includes Booking Fee ¹)	Mon-Thu 3AM-7AM; Fri-Sun 4AM-7AM (Core)	\$6 – \$16	\$7.35 – \$33	\$10 – \$24	\$15 – \$35
	Mon-Thu 10AM-4PM, 7PM-3AM; Fri-Sun 7AM-12PM (Core)	\$6 – \$14	\$7.35 – \$30	\$10 – \$23	
	Mon-Thu 7AM-10AM, 4PM-7PM (Core)	\$6 – \$14	\$7.35 – \$30	\$10 – \$22	
	Fri-Sun 12PM-4AM (Core)	\$6 – \$15	\$7.35 – \$30	\$10 – \$22	
	All days and times (outside Core)	\$6 – \$17	\$7.35 – \$35	\$10 – \$24	

Ottawa Region - Reserve (Airport)					
		Reserve Airport Pickup			Premium Reserve Airport Pickup
		UberX	UberXL	Comfort	Premier
Base Reservation Fee	Mon-Thu 12PM-3PM; Fri-Sat 7AM-9AM, 12PM-3PM; Sun 7AM-9AM	\$9	\$9	\$10	\$10
	Mon-Thu 7AM-12PM; Fri-Sat 9AM-12PM; Sun 9AM-3PM	\$11	\$12	\$10	\$10
	Mon-Fri 3AM-7AM, 3PM-7PM; Sat 3AM-7AM, 3PM-5PM; Sun 3AM-7AM	\$19	\$20	\$17	\$11
	Mon-Fri 7PM-3AM; Sat 12AM-3AM, 5PM-Midnight, Sun 12AM-3AM, 3PM-Midnight	\$26	\$30	\$24	\$13
Minimum charge range (includes Booking Fee ¹)	Mon-Thu 12PM-3PM; Fri-Sat 7AM-9AM, 12PM-3PM; Sun 7AM-9AM	\$15	\$26	\$18	\$41
	Mon-Thu 7AM-12PM; Fri-Sat 9AM-12PM; Sun 9AM-3PM	\$15	\$26	\$18	\$41
	Mon-Fri 3AM-7AM, 3PM-7PM; Sat 3AM-7AM, 3PM-5PM; Sun 3AM-7AM	\$17	\$30	\$21	\$43
	Mon-Fri 7PM-3AM; Sat 12AM-3AM, 5PM-Midnight; Sun 12AM-3AM, 3PM-Midnight	\$24	\$39	\$26	\$44

Hamilton Region - Reserve			
	Uber Reserve		
	UberX	UberXL	Comfort
Base Reservation Fee	\$18	\$23	\$20
Minimum charge range (includes Booking Fee ¹)	\$5.25 – \$25	\$12 – \$33	\$14.27 – \$28

London Region - Reserve			
	Uber Reserve		
	UberX	UberXL	Comfort
Base Reservation Fee	\$15	\$23	\$20
Minimum charge range (includes Booking Fee ¹)	\$5.85 – \$20	\$14 – \$26	\$13.10 – \$23

Kitchener-Waterloo Region - Reserve			
	Uber Reserve		
	UberX	UberXL	Comfort
Base Reservation Fee	\$18	\$23	\$20
Minimum charge range (includes Booking Fee ¹)	\$5.85 – \$25	\$14 – \$33	\$14.27 – \$28

Kingston Region - Reserve			
	Uber Reserve		
	UberX	UberXL	Comfort
Base Reservation Fee	\$15	\$23	\$20
Minimum charge range (includes Booking Fee ¹)	\$5.55 – \$25	\$8.88 – \$33	\$10 – \$28

Niagara Region - Reserve			
	Uber Reserve		
	UberX	UberXL	Comfort
Base Reservation Fee	\$18	\$23	\$20
Minimum charge range (includes Booking Fee ¹)	\$6.35 – \$26	\$14 – \$34	\$14.27 – \$28

Windsor Region - Reserve			
	Uber Reserve		
	UberX	UberXL	Comfort
Base Reservation Fee	\$18	\$23	\$20
Minimum charge range (includes Booking Fee ¹)	\$6.35 – \$25	\$12 – \$33	\$10-\$28

All Regions in Ontario – Reserve Cancellation Fee				
Scenario	Uber Reserve (UberX, XL,, Comfort)	Premium Reserve (Premier, Premier SUV, Black, Black SUV)	Reserve Airport Pickup (UberX, XL,, Comfort)	Premium Reserve Airport Pickup (Premier, Premier SUV, Black, Black SUV)
(i) You are anticipated to be on time , and the Rider does one of the following: <ul style="list-style-type: none"> • Cancels the Request within 1 hour of pre-arranged pickup, • Cancels the Request after the pre-arranged pickup time and designated wait period (e.g. 15 minutes after pickup time), or • Does not show up after the pre-arranged pickup time and designated wait period (e.g. 15 minutes after pickup time) 	\$20	Estimated Fare (incl. Booking Fee ¹ + Other Fees)	\$35	All scenarios: Estimated Fare (incl. Booking Fee ¹ + Other Fees)
(ii) You are anticipated to be late , and the Rider indicates that they wish to cancel the Request in favour of a different Transportation Provider	No Cancellation Fee	No Cancellation Fee	No Cancellation Fee	

Any Cancellation Fee is deemed to be your actual Fare and is subject to the usual Service Fee, Booking Fee, and charges equal to Other Fees (as applicable) as set out elsewhere in this Addendum.

16. **Trips in other cities and regions.** If Requests are accepted in other regions, the Fares and Service Fees for that region will apply for those Requests.
17. **Sales Tax.** You agree that you have the obligation under the Excise Tax Act (Canada) to register for a GST/HST account with the Canada Revenue Agency. You also agree that

Uber or its affiliate will collect GST/HST from Riders on your behalf in respect of a Fare (and, for clarity, applicable charges such as Other Fees), and that such collection will be considered the same as a collection made directly by you from the Rider. Uber or its Affiliate will remit to you, or cause to be remitted to you, such collected GST/HST on at least a weekly basis. You agree that the GST/HST amounts remitted to you need not be sent separately from any other remittances to you, and need not be accompanied by any documentation setting out which portion of such remittance is on account of GST/HST. You understand that, in accordance with the Excise Tax Act (Canada), you will hold any such collected GST/HST in trust for the Government of Canada, subject to any right you may have to claim input tax credits. You, and not Uber, are responsible for timely remittance of the correct amount of such GST/HST to the Canada Revenue Agency. Notwithstanding anything in the Agreement, Uber will calculate the Service Fee and any other amount charged to you exclusive of GST/HST.

The same applies in respect of any provincial Sales Tax, with the required changes, to the extent any such obligation exists under the provincial Sales Tax rule of your province.

18. **Audio Recording.** You acknowledge and accept that Riders may record audio of a trip on their mobile device using the Audio Recording feature of the Rider app. The Rider may send the recording to Uber if they report a safety incident on the trip, but the recording is otherwise inaccessible to Uber or the Rider. Similarly, you may record audio of a trip using the Audio Recording feature of the Driver App, and submit it to Uber if you report a safety incident on a trip. More information about Audio Recording is available at <https://www.uber.com/ca/en/safety/audiorecording/>.
19. **Toronto Pearson International Airport (“YYZ”).**
- 19.1. You will charge Riders Other Fees, and Uber will charge you amounts equal to these fees, as follows. “Pickup” is where you accept and begin a trip within YYZ’s boundaries. “Dropoff” is where you conclude a Rider’s trip within YYZ’s boundaries.

All options except Black, Black SUV, and electric vehicles		Electric vehicles		Black, Black SUV	
Pickup	Dropoff	Pickup	Dropoff	Pickup	Dropoff
\$5.32	\$4.72	\$4.32	\$3.72	\$11.00	N/A

- 19.2. You confirm your awareness that YYZ prohibits certain activities on Airport property, including: (a) turning off or disabling the Driver App while on Airport property, unless you are departing the Airport after a drop-off; (b) transporting Riders to or from the Airport in a vehicle that is not your own Vehicle or otherwise that does not comply with applicable laws, rules, or regulations; (c)

staging, picking up, or discharging passengers, or their baggage, at any location other than the areas designated for those purposes; (d) failing to provide information, or providing false information, as required, to a police officer or Airport Authority representative; (e) intoxicated driving whether due to the consumption of alcohol, illegal or controlled substance in the *Controlled Drugs and Substances Act*, or any other intoxicating substance; (f) failing to operate a vehicle in a safe manner; (g) failing to comply with posted speed limits and traffic control signs; (h) using profane or vulgar language; (i) soliciting or advertising for or on behalf of any hotel, club, nightclub or any other business (j) performing or causing to be performed any activity prohibited by any applicable laws, rules, or regulations ; (k) operating a vehicle which is not in a safe mechanical condition or which lacks mandatory safety equipment; (l) disconnecting or defeating any pollution control equipment; and (m) causing or permitting to be caused waste of any kind on airport property. You confirm your awareness and understanding that, for engaging in these activities, an appropriate authority including YYZ may issue tickets to you, for which you alone are liable and responsible to resolve, or that your access to the airport may be suspended or terminated.

19.3. You agree that, as to trips to and from YYZ, information about you, your Vehicle, and your trip (including the date and time the trip began, your Vehicle’s make, model, and license plate number, and your identity information) may be shared with Greater Toronto Airports Authority.

20. **Ottawa International Airport (“YOW”) .**

20.1. You will charge Riders Other Fees, and Uber will charge you amounts equal to these fees, as follows. “Pickup” is where you accept and begin a trip within YOW’s boundaries. “Dropoff” is where you conclude a Rider’s trip within YOW’s boundaries.

Applicable Dates	All options except Uber Green		Uber Green	
	Pickup	Dropoff	Pickup	Dropoff
Nov. 15, 2023 - Nov. 14, 2024	\$4.50	\$3.25	\$4.00	\$2.75
Nov. 15, 2024 - Nov. 14, 2025	\$4.64	\$3.25	\$4.14	\$2.75

20.2. You confirm your awareness that Ottawa Macdonald-Cartier International Airport Authority prohibits certain activities on its property, including: (a) turning off or disabling the Driver App while on Airport property, unless you are departing the Airport after a drop-off; (b) the operation of a Vehicle on Airport roadways by an unauthorized driver; (c) transporting a passenger in an Vehicle which does not comply with applicable laws, rules, or regulations; (d) staging,

picking up, or discharging passengers, or their baggage, at any location other than the areas designated for those purposes; (e) leaving a Vehicle unattended; (f) failing to maintain the interior and exterior of a Vehicle in clean condition; (g) littering on Airport premises; (h) double parking on Airport roadways or otherwise impeding traffic; (i) failing to provide information, or providing false information, as required, to a police officer or Airport Authority representative; (j) displaying, to a police officer or Airport Authority representative, evidence of a ride request in an altered or fictitious form; (k) soliciting passengers on Airport property; (l) using or possessing any alcoholic beverage while on duty; (m) failing to operate a vehicle in a safe manner; (n) failing to comply with posted speed limits and traffic control signs; (o) using profane or vulgar language; (p) attempting to solicit payment in excess of that authorized by law; (q) soliciting or advertising for or on behalf of any business or activity prohibited by any applicable laws, rules, or regulations; (r) operating a Vehicle which is not in a safe mechanical condition or which lacks mandatory safety equipment; (s) disconnecting any pollution control equipment; (t) using or possessing any illegal drug or narcotic while on Airport property; (u) operating a vehicle without proper certification or at any time during which Uber's or your authority is suspended or revoked; and (v) engaging in any criminal activity. You confirm your awareness that, for engaging in these activities, the Airport Authority reserves the right to issue tickets to you or suspending or terminating access to the Ottawa International Airport.

- 20.3. You agree that, as to trips to and from YOW, information about you, your vehicle, and your trip (including the date and time the trip began and fare amount, your Vehicle's make, model, and license plate number, and your identity information) may be shared with the Airport Authority.

21. **Hamilton International Airport ("YHM").**

- 21.1. You will charge Riders Other Fees, and Uber will charge you amounts equal to these fees, as follows:

- (a) \$3.00 where you conclude a Rider's trip within YHM's boundaries; and
- (b) \$3.00 where you accept and begin a trip within YHM's boundaries.

- 21.2. You confirm your awareness that YHM prohibits certain activities on its property, including: (a) the operation of a Vehicle on Airport roadways by an unauthorized driver; (b) staging, picking up, or discharging passengers, or their baggage, at any location other than the areas designated for those purposes; (c) failing to provide information, or providing false information, as required, to a police officer or Airport Authority representative; (d) displaying, to a police officer or Airport Authority representative, evidence of a ride request in an altered or fictitious form; (e) soliciting passengers on YHM property; (f) failing to comply with posted speed limits and traffic control signs; (v) entering the air terminal building other than for brief visits under specific and reasonable

circumstances (e.x., to visit the restroom, purchase food, or assist a passenger with a disabilities). You confirm your awareness that, for engaging in these activities, YHM reserves the right to issue tickets to you or suspending or terminating access to YHM.

21.3. You agree that, as to trips to and from YHM, information about you, your vehicle, and your trip (including the date and time the trip began and fare amount, your vehicle's make, model, and license plate number, and your identity information) may be shared with YHM.

22. **Municipal consents.** Certain municipal by-laws and other laws require consents to be obtained. By clicking "Yes, I Agree", you also consent as follows in respect of activities regulated by the jurisdiction indicated:

22.1. **City of Toronto:** *In the below, "I" refers to you.*

- **Data Sharing.** I understand that filing a business licence application through Uber and using its services shall result in the collection of personal information from or about myself, including location data.

I authorize the City of Toronto to collect this personal information indirectly by accessing copies of this information collected by Uber and for Uber to disclose this information to the City of Toronto.

I further consent to the collection and disclosure by the City of Toronto of my personal information, including: my full name, phone number, and e-mail address; complete information relating to my Ontario driver's licence; my criminal reference check; my driving record abstract; my certificate of insurance for the PTC vehicle that I will be driving; confirmation that I have notified the company insuring my vehicle that I offer or intend to offer transportation through a PTC; the provincial licence plate number, vehicle identification number, make, model, fuel type, and model year of the PTC vehicle that I will be driving; confirmation that I have read and agreed to this consent; and information relating to charges or convictions under municipal by-laws, including but not limited to Chapter 546, Licensing of Vehicles-For-Hire, the Criminal Code, the Highway Traffic Act, and other applicable laws, among other information indicated in Chapter 546, to Uber, the Toronto Licensing Tribunal, and other law enforcement agencies.

The information collected by the City shall be used to: process, review, and evaluate applications for licences under Chapter 546, Licensing of Vehicles-For-Hire; issue, monitor, and regulate licences in accordance with Chapter 546; suspend, terminate, or revoke issued licences; investigate potential violations of Chapter 546 and enforce its provisions; administer the accessibility fund program under Chapter 546; carry out transportation planning and other initiatives; and to contact licence applicants and licence-holders in relation to services offered by the City of Toronto.

This information is collected under the authority of ss. 7, 8, 86, and 94 of the City of Toronto Act, 2006 and Toronto Municipal Code Chapter 546, Licensing of

Vehicles-for-Hire. Any questions concerning this collection may be directed to the Manager of Licensing Services, 850 Coxwell Avenue, 3rd Floor, Toronto, Ontario, M4C 5R1, or by telephone at: 416-392-6700.

- **Vehicle.** I confirm that I am the owner of the PTC vehicle to be used to offer transportation through the PTC, or else I confirm that the PTC vehicle owner understands that they are also legally responsible for any contraventions of Chapter 546 or any other applicable law when the PTC vehicle is being operated to provide transportation through the PTC platform.
- **Insurance.** I confirm that the insurance company insuring the vehicle I will be operating has been advised I offer or intend to offer transportation through a PTC.

22.2. **Niagara Region: Under Niagara Region's Vehicles for Hire Bylaw:**

- 22.2.1. The Region requires information to issue and to renew and keep in good standing licenses for TNCs and TNC Drivers, including your name, birthdate, address, phone number, and driver's license, and the make, model, and license plate number of, and inspection information about, your vehicle(s) to be used as a TNC Vehicle. You agree that this information may be shared with the Region. The Region also requires your authorization for it or its designate to "conduct initial and ongoing driving background checks, and initial and ongoing criminal record checks, judicial matters checks and vulnerable sector checks". You also provide the Region such authorization.
- 22.2.2. If a member of the public provides a complaint to you, you must forward it to Niagara Region Business Licensing in writing or [electronically](#) within 24 hours of receiving the complaint.

22.3. **London, Ontario: In the below, "I" refers to you.** As required under the City of London's Vehicle for Hire By-law, for the purposes of any renewal of my Private Vehicle for Hire Driver license, I confirm that the information that would appear in a Police Record Check and Ministry of Transportation driver's abstract in respect of me continues to meet the thresholds for licensing set out in section 13.3 of that By-law or any successor provision, noting that a driver will not have access to the system on a given day without data as to an updated Police Record Check and Ministry of Transportation driver's abstract having been uploaded by the Broker to the Licence Manager within one year prior.

22.4. **City of Orillia: In the below, "I" refers to you.**

- 22.4.1. I consent to my personal information being submitted to the Manager of Legislatives or designate for the purpose of auditing compliance with City of Orillia Chapter 725 Vehicle-For-Hire Licensing.
- 22.4.2. I confirm that I am aware of and informed of the provisions of City of Orillia Chapter 725 Vehicle-For-Hire Licensing as they relate to the duties of a TNC Driver. The bylaw may be viewed on the City of Orillia's website at <https://www.orillia.ca/Modules/Bylaws/Bylaw/search>.

22.5. **Town of Milton:** *In the below, "I" refers to you.* I consent to the collection of my personal information and future disclosure of my personal information to the Town of Milton's Licensing Officer for the purposes of investigating complaints and potential breaches of the Town of Milton's By-law No. 050-2023. The by-law may be viewed on the Town of Milton's website at <<https://www.milton.ca/en/town-hall/by-laws.aspx>>.



February 2024

Legislated Poverty:

Under current City and Provincial regulations, Toronto's ride-hail drivers' median pay is an estimated \$6.37-\$10.60/hour, a collective annual loss of up ~\$200 million/year.



RideFair



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Acknowledgements



A report by RideFairTO Coalition and Rideshare Drivers Association of Ontario.

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Special thanks to Earla Phillips and Muhammad Kamran for sharing their experiences as Toronto ride-hail drivers in this report.

Report Design: August Pantitlán Puranauth

Disclaimer:

Thank you to the many coalition members who reviewed and contributed to this piece. We made every effort to use the best available sources of information, relying wherever possible on data provided directly by platform companies, local and federal government sources (including access to information requests). We welcome any additional data platform companies or researchers can supply. Toronto's City Council voted in December 2021 to release comprehensive anonymized trip-level data on the sector via the City's Open Data portal, but at the time of writing these data have not yet been made available. We hope it will be released well before the City revisits its Vehicle -for-Hire bylaws in late 2024.

Join our coalition at www.ridefair.ca



Executive Summary

A legal hourly minimum wage was established in Ontario in 1920, and “establishes a wage floor to prevent employers from taking unfair advantage of employees with little or no bargaining power.”¹ Even employees performing piece work or commission-based work are entitled to receive a minimum wage for their labour; workers receive the higher of performance pay earned or minimum wage per time spent.²

With the rise of gig work, companies have begun avoiding these longstanding and hard-won labour standards, and ride-hailing services are at the forefront of this rights erosion.

This report uses company-provided figures and historical City data to estimate that in late 2023:

- **Toronto ride-hail drivers received an estimated median pay³ as low as \$6.37/hr, well below Province’s 2023 hourly minimum wage of \$16.55.**
- **Annualized, Toronto’s ride-hail drivers collectively lose as much as \$200 million** as a result of earnings below the Province’s hourly minimum wage floor.

These estimates, derived from company reports, are corroborated by driver experience. Ninety-six snapshots of weekly pay statements submitted by Toronto ride-hail drivers between October 2023 and January 2024 paint a picture in which drivers’ hourly pay is frequently below Ontario’s \$16.55 hourly minimum wage even before expenses were considered. After estimated expenses are taken into account, **none of the 96 weekly pay statements reached Ontario’s \$16.55 minimum hourly wage; in many cases, drivers lost money.**

These findings mirror estimates of gig driver hourly pay in other jurisdictions, including **California (\$6.20/hour), Seattle (\$9.63/hour) and Denver (\$5.49/hour)**.⁴ Columbia Business School economist Len Sherman estimates Uber overstates by more than double what drivers could expect to be paid per working hour net of “high and increasing operating expenses.”⁵

How is it possible that our laws allow widespread below-minimum wage work in 2024? Platform companies like Uber are promoting a new form of piecework, where they contend:

- a) Platforms should only be required to pay workers for “engaged time” (picking up and dropping off passengers), not all time worked, and with no obligation to ensure drivers spend enough time engaged;
- b) Platforms need not take into account the large and growing costs associated with acquiring and operating a car, all of which are downloaded onto drivers;
- c) Platforms should be able to avoid the obligations of employers, from payroll taxes and contributions to statutory employment rights – shifting the costs of supporting precarious workers onto other taxpayers.

¹ <https://www.ontario.ca/document/employment-standard-act-policy-and-interpretation-manual/part-ix-minimum-wage>

² <https://www.ontario.ca/laws/statute/00e41>

³ After estimated operating expenses, not including tips

⁴ These estimates of hourly pay after expenses were all published in 2022 and are expressed in US dollars

⁵ <https://www.forbes.com/sites/lensherman/2023/12/15/ubers-ceo-hides-driver-pay-cuts-to-boost-profits/?sh=3e2644ca3ba4>

Pay comparisons are typically made based on hourly wage rates or annual salaries, but major platforms often describe driver earnings in terms of “median earnings rate per engaged hour,” introducing a new concept that is almost always poorly defined, vaguely communicated – and masks a significant erosion in the wage floor. Without complete and accurate information about income and costs, drivers can’t make informed decisions about their work.

Uber, for its part, has responded to mounting reports of driver poverty by proposing a new minimum wage for gig workers, set at 120% of existing minimum wage rates but only applying to engaged time. It sounds attractive but changes nothing: by failing to account for the cost of driving or engagement rates, this policy leaves gig workers without a wage floor at all.

Taking typical engagement rates and costs for Toronto drivers into account, we estimate that Uber’s proposed “**120% of minimum wage for engaged time**” translates into an average hourly minimum wage of **(at best) \$2.50**. A recent study (Alnaggar, Gzara and Bookbinder, 2024) concluded minimum pay policies for engaged time only did not significantly improve drivers’ hourly pay rates.⁶

Globally, the Fairwork network estimates just under 25% of gig worker platforms guaranteed workers a minimum wage in 2023.⁷

Vehicle-for-hire drivers are city-regulated workers; City regulations help create poverty-level work.

Low engagement rates and hidden costs are driving gig driver poverty. The City of Toronto helped create this problem in 2016 when it allowed ride-hailing platforms to dictate how many drivers and vehicles they could licence and dispatch. In only 8 years, **the supply of Vehicles-for-Hire (taxi + ride-hailing) drivers has increased from a ratio of 1 driver per 500 residents, to a ratio of 1 driver per 45 residents.**

Ride-hail platforms can oversaturate the roads at no additional cost, but this comes at a high price for both ride-hail and taxi drivers struggling to find business. The growth of precarious, low-paid transportation work has spillover impacts on our public transit system, incentivizing riders back into car-based transportation – a phenomenon documented in City staff reports and academic research.

Our governments, not private companies, can and must ensure drivers are treated fairly. For its part, the Province should ensure gig workers are not subject to inferior labour rights and employment standards, even for drivers working part-time and on flexible schedules.

But vehicle-for-hire drivers are city-regulated workers, and current regulations virtually guarantee poverty level earnings for both taxi and ride-hail drivers, many of whom are immigrants to Canada and/or workers of colour.

City Council must take back licensing authority delegated to ride-hailing platforms and determine how many drivers and vehicles should be licensed to end legislated poverty the sector, among other policy outcomes.

Pausing the total number of licensed vehicles and drivers at or near current levels can help prevent a further deterioration in drivers’ welfare while this work is underway.

City oversight can ensure ride-hailing works for everyone. After New York City introduced a licensing cap and minimum pay guarantees for drivers, drivers spent more of their work time with passengers reducing the need to increase customer fare rates. Passenger wait times actually *decreased* by 18 percent.⁸

⁶ <https://www.sciencedirect.com/science/article/abs/pii/S0305048323001299>

⁷ <https://fair.work/wp-content/uploads/sites/17/2024/02/Fairwork-Annual-Report-2023.pdf>

⁸ <https://illinoisepi.files.wordpress.com/2021/01/ilepi-pmcr-on-demand-workers-sub-minimum-wages-final.pdf>

- Toronto ride-hail drivers received an estimated median pay as low as \$6.37/hr, well below Province's 2023 hourly minimum wage of \$16.55.
- Annualized, Toronto's ride-hail drivers collectively lose as much as \$200 million as a result of earnings below the Province's hourly minimum wage floor.
- We estimate that Uber's proposed "120% of minimum wage for engaged time" translates into an average hourly minimum wage of (at best) \$2.50.
- In only 8 years, the supply of Vehicles-for-Hire (taxi + ride-hailing) drivers has increased from a ratio of 1 driver per 500 residents, to a ratio of 1 driver per 45 residents.
- **Our governments, not private companies, can and must ensure drivers are treated fairly.**



"I don't think that a major international corporation should be the one to make laws. I think that should be left up to democratically-elected representatives of the people."

-Earla Phillips

Rideshare Driver,
Advocate with Rideshare Drivers
Association of Ontario



RideFair



Estimates from company reports and government data

This report relies on Uber’s public statements about driver earnings, but we must contend with the fact that company statements about driver earnings are at best uninformative and at worst, misleading.

The company reports that *median* (50th percentile) driver earnings in Toronto in late 2023 were \$33.35 per engaged hour.⁹

The term “engaged hour” is a company invention, not used in everyday life to discuss and compare incomes. It could easily be interpreted to mean on-app time. It is unclear what expenses, if any, are considered. In the rare instances where the company defines engaged time for Toronto drivers, the company has not to our knowledge estimated how much time the average (or median) driver spends engaged, making this figure uninformative.

Vehicles are expensive commodities. The average cost of a used car in Ontario in 2023 was \$39,155;¹⁰ the average annual cost of owning a car in Canada in 2023 was approximately \$16,644 (or \$1387 a month), before the cost of heavy usage associated with taxi and ride-hail driving is factored in.¹¹ Prospective drivers trying to decide whether to acquire a vehicle for ride-hailing work will approach this decision quite differently depending on whether they think they make nearly twice the minimum wage versus only between 38% and 64% of minimum wage,¹² as we see next.

\$33.35 in gross revenues per engaged hour become \$6.37-\$10.60 per hour worked after expenses

Definitions

The work of taxi and ride-hailing drivers has long been described as having three phases:¹³

- P1 Available** - the driver is on the app, available to work and waiting for an assignment.
- P2 En route** - the driver is on the way to pick up passengers.
- P3 Passenger** - the driver has a passenger in the car (paid).

$$\text{Active time} = \text{P3} + \text{P2}$$

or time from the acceptance of a ride to the drop-off of a passenger

$$\text{“On-app” time} = \text{P1} + \text{P2} + \text{P3}$$

or all time worked

$$\text{Utilization/engaged rate} = \frac{\text{P3}}{\text{P1} + \text{P2} + \text{P3}}$$

the fraction of time that drivers have a passenger in the car (and are paid)

$$\text{Active rate} = \frac{\text{P2} + \text{P3}}{\text{P1} + \text{P2} + \text{P3}}$$

the fraction of time that drivers spend active

⁹ For example: <https://toronto.citynews.ca/2023/10/12/toronto-uber-lyft-rideshare-freeze-city-council/>

¹⁰ <https://driving.ca/column/driving-by-numbers/10-numbers-prove-canadas-used-car-market-warped-2023#:~:text=Average%20used%20car%20price&text=Yet%20the%20average%20pre%20Downed,at%20this%20time%20in%202021.>

¹¹ Figures from ratehub.ca, reported in <https://nationalpost.com/news/canada/cost-of-owning-a-car#:~:text=The%20average%20cost%20of%20owning,a%20Canadian%20financial%20comparison%20platform.>

¹² These estimates of hourly pay after expenses were all published in 2022 and are expressed in US dollars

¹³ See Slee, Tom (2024) forthcoming



Adjusting for the time worked

City of Toronto staff estimate that in 2021, drivers spent 40% of their time in P1, 11% in P2 and only 48% of their time “engaged,” or in P3.¹⁴

Importantly, the City (unlike individual platforms) is in a position to understand the amount of time drivers spend transporting passengers and waiting for rides across platforms.¹⁵ We use the City’s figures as the most recent and best available estimates.

In Toronto, it remains unclear whether Uber’s definition of “engaged time” maps onto paid time (P3, 48% of work time), or active time (P2+P3, 60% of work time). Choosing the most conservative definition, active time, means that Uber’s **\$33.35 gross revenues per engaged hour turns into a median of \$20.01 revenues per hour worked, before expenses.**¹⁶ Because this is a median, half drivers’ hourly earnings will be lower.

We do know that pay for Toronto Uber drivers appears to be decreasing. Uber told the Globe and Mail that median earnings per engaged hour were \$33.98 in December 2022 in Toronto, but by November 2023, reported median earnings per engaged hour were \$33.35. Assuming drivers’ proportion of engaged time remained constant, that represents a -1.9% pay cut in a year in which costs increased by roughly 4.8% and base salaries for Canadians increased 4.4%.¹⁷

¹⁴ <https://www.toronto.ca/wp-content/uploads/2021/11/98cd-VFHTransportationImpacts2021-11-23.pdf>, p. 17-18

¹⁵ <https://www.toronto.ca/legdocs/mmis/2021/gl/bgrd/backgroundfile-173388.pdf>, p. 28;

¹⁶ We conservatively use the Uber median pay figure to stand in for Lyft rides; there is evidence that Lyft rides may pay drivers less. See: <https://www.commondreams.org/news/2021/01/25/poverty-mode-app-based-drivers-slam-lyfts-latest-pay-cut-scheme>

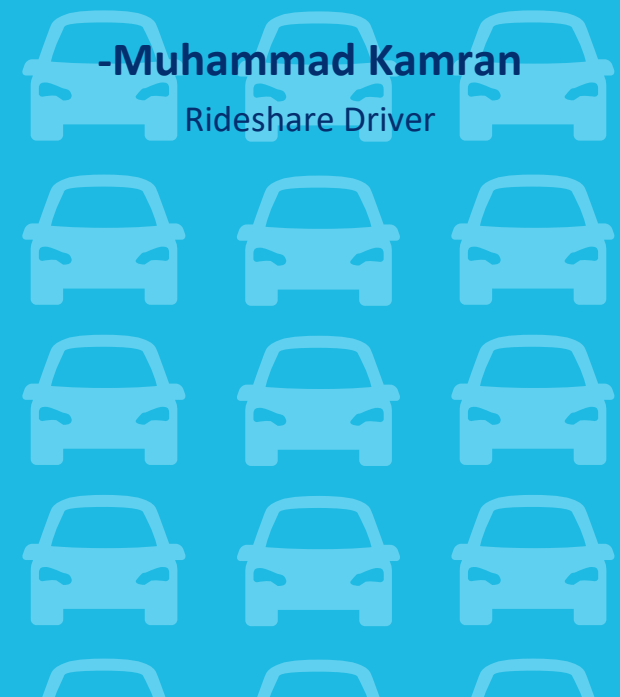
¹⁷ <https://www.eckler.ca/canadian-employers-planning-large-salary-increases-despite-economic-tightrope-eckler-survey-finds/#:~:text=TORONTO%2C%20CA%2C%20September%2027%2C,base%20salary%20increase%20of%204.4%25;>

<https://www.opb.ca/news/your-2024-cost-of-living-adjustment>



“In downtown, I’ve been sitting for 2 hours. There’s no calls in downtown. Of course, I have to stay out to achieve my goals, and [to cover] my living expenses. Yesterday, I spent 11 hours on the road; by the time I’m going home, I check my driving hours and I still have 5 hours left.”

-Muhammad Kamran
Rideshare Driver



Taking expenses into account

What about the costs of driving? We use 2023 CRA mileage rate allowances (\$0.62/km)¹⁸ to estimate the cost of using a personal vehicle for work. This rate is conservative as it excludes other important work-related expenses drivers face, including cleaning fees, a cell phone with a data plan, mounting equipment, a dashcam, etc.¹⁹ We strongly advise regulators to estimate and account for all relevant costs, and use CRA rates to provide a first, conservative estimate of driving costs.

We follow prior studies in assuming working Toronto drivers travel about 22 km in an hour, and also evaluate a high congestion scenario in which they travel just over 15 km in an hour. Both estimates assume vehicles are driving only about one third of their time between rides.²⁰ Subtracting associated costs from the median hourly pay of \$20.01 yields the following estimates:

Driving distance per hour	Estimated cost per hour worked	Estimated hourly median pay after costs	Below Ontario minimum wage by...
15.2 km/h	\$9.41/hr	\$10.60/hr	-\$5.95/hr
22 km/h	\$13.64/hr	\$6.37/hr	-\$10.18/hr

- Median hourly earnings for Toronto drivers are between **38.5% and 64% of the hourly minimum wage, and between 25% and 42% of the 2023 living wage**, once estimated expenses are taken into account.
- **Drivers earning less than \$15.69 per engaged hour before expenses will likely not break even;**

- **Drivers are unlikely to reach the equivalent to Ontario’s minimum hourly wage if they take home less than \$37 per engaged hour.**

To ensure a true earnings floor, regulators must also account for the fact that engagement rates are both low and variable. If regulators only raise pay for engaged time, more drivers may enter the system, potentially wiping out any individual drivers’ gains.²¹



¹⁸ In the US, studies use IRS rates, and assume drivers travel at an average speed of 20 MPH, with an active time rate of 67% (P2+P3) and 57% P3 time. See https://www.driversunionwa.org/national_driver_groups_oppose_deceptive_ny_pay_floor

¹⁹ The Canada Revenue Agency (CRA) mileage rate estimates the fixed and variable costs of operating a personal vehicle for work-related purposes. The **fixed cost** per kilometre combines depreciation, interest on financing, licensing, registration and insurance costs. The variable expenses calculations account for fuel consumption and maintenance costs, including oil, tires and repairs. <https://eeltd.ca/mileage-rates/#:~:text=The%20CRA%20mileage%20rate%20considers,licensing%2C%20registration%20and%20insurance%20costs>

²⁰ We follow Slee (2023) and the City of Toronto (2019) in these speed estimates, also assuming drivers travel 10km/hr in between rides. US estimates assume average speeds of 22 MPH. High congestion rates are based on TomTom’s 2023 average travel time of 20.7 km/hour in Toronto.

<https://www.guideautoweb.com/en/articles/73216/hey-toronto-2023-tomtom-traffic-index-has-more-bad-news-for-you/#:~:text=Toronto%20completes%20the%20podium%20of,speed%20of%2018%20km%2Fh>

²¹Slee, Tom (January 2023). High Emissions and Low Pay: Uber is Still Taking Regulators for a Ride. Report contributed to RideFair.



Ride-hailing drivers collectively lose as much as ~200 million annually due to below minimum wage pay

Uber's own figures, when supplemented by government data, suggest median driver earnings fall \$10.18 below hourly minimum wage. Available data allow for only a rough estimate of the amount of money drivers lose in the aggregate, but suggest:

- Pre-pandemic, of the City's ~90,000 licensed drivers, 56,000 were active in any given month²²
- In mid-2021, the number of daily active ride-hail drivers averaged 13,500²³
- In 2021, the average ride-hail vehicle was active for four hours per day and 20-30 hours per week.²⁴

If on average, 13,500 people worked 4 hours per day²⁵ and (as of October 2023) lost as much as \$10.18 per hour worked²⁶ because they were not protected by the legal hourly minimum wage, **together they lost approximately \$550,000 per day. In a year, drivers could collectively lose as much as \$200 million.** Tax contributions are also missing on this amount.

To guide future policy-making, including setting the appropriate number of Vehicle-for-Hire licenses, we recommend the City track metrics such as engagement rates and daily activity to understand whether its evolving regulatory framework perpetuates driver poverty or enables living-wage earnings.

An oversupply of drivers contributes to poverty and precarity

In Toronto, ride-hail platforms have been permitted to license and add drivers without any restrictions since 2016. Taxis still have to abide by the old rules: the City continues to determine the number of taxi licenses, as it has for decades (the number has remained constant since 2016).

The consequences of partial de-regulation are two-fold:

- 1) A vast increase in the number of Vehicle for Hire licenses driven entirely by ride-hailing numbers: While in the decades before Uber, Torontonians were serviced with approximately 1 Vehicle-for-Hire for every 500 residents, today there is **1 vehicle-for-hire for roughly every 45 residents.**
- 2) Market concentration: The proportion of licensed taxi drivers has continued to drop to less than 10% of total licensed Vehicle for Hire (taxi plus ride-hail) drivers, and Uber/Lyft enjoy a virtual duopoly over platform-based ride-hailing.

A computer simulation²⁷ of Toronto's ride-hail market created by author Tom Slee (described [here](#) and available online [here](#)) illustrates how, in free entry and exit system, adding more drivers lowers the proportion of time any one driver spends engaged and paid (similar trends were observed by Toronto city staff during the pandemic).

²² <https://www.toronto.ca/legdocs/mmis/2021/gl/bgrd/backgroundfile-173388.pdf>, p. 28

²³ <https://www.toronto.ca/legdocs/mmis/2021/gl/bgrd/backgroundfile-173388.pdf>, p. 27

²⁴ <https://www.toronto.ca/wp-content/uploads/2021/11/98cd-VFHTransportationImpacts2021-11-23.pdf>, p. 17-18.

²⁵ Likely a conservative estimate as the number of licensed vehicles and trips has increased between mid-2021 and late 2023, according to MLS statements and FOI records.

²⁶ 16.55 hourly minimum wage as of October 2023 – (33.35 Uber median engaged pay figure * 48% City of Toronto engagement rate) - (\$0.62 CRA mileage rate * 22km/hr average distance)

²⁷ The simulation is intended to describe Toronto, and is based data collected on February 6, 2020 by the City of Toronto: an average of 135 trips per minute, about 6000 vehicles on the road at one time, a utilization rate (P3) of 48%, and a P2 of 12%, P1 = 40%.



The numbers of ride-hail drivers continue to burgeon. Statistics Canada reported that as of December 2023, “135,000 Canadians aged 16 to 69 provided ride or taxi services (e.g., personal transport) through apps or platforms in the 12 previous months, **an increase of 48.1% (+44,000) compared with 2022.**”²⁸

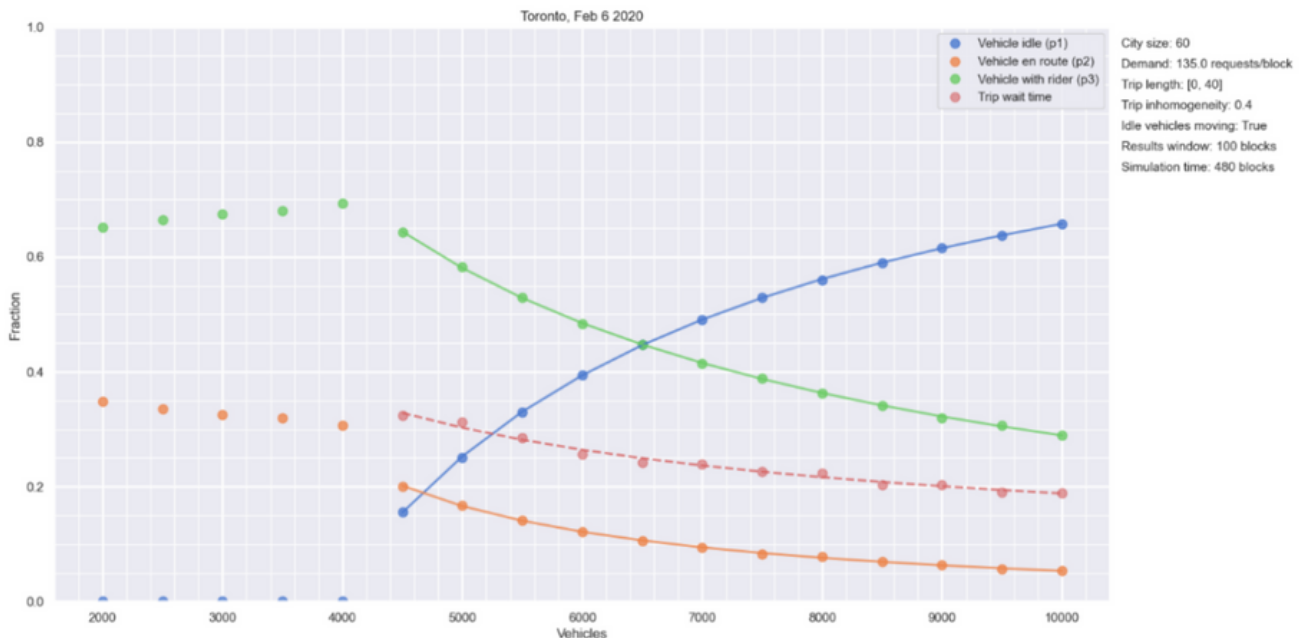
Data obtained from the City of Toronto show that in December 2023, there were 61,995 people licensed to drive on a platform app – an increase of nearly 10,000 over a two-month period.²⁹ By contrast, the 5 million residents of BC are served by approximately 11,000 licensed ride-hail drivers.³⁰

When municipal governments re-establish oversight over fleet size and monitor engagement rates, economic outcomes for all drivers can be improved, including those who work for multinational platforms, local competitors, local taxi companies or independent owner-operators.

Too many drivers, low pay rates

The impact of oversupply in Toronto is compounded by low pay rates for rides. Toronto’s UberX, for example, has a minimum fare of \$5.25, a base fare of \$3.17 with \$0.81 per km and \$0.18 per minute. In nearby Niagara region, the minimum fare is \$6.35, the base fare is \$3.67 plus \$1.10 per KM and \$0.25 per minute. For a 10 km, 20-minute trip, a Niagara driver would receive a fare that is 32% higher (\$19.67 versus \$14.67). Even these higher rates, however, fail to guarantee the necessary wage floor.

Figure 2: Adding drivers to the road reduces the proportion of time spent engaged (Slee, 2023)

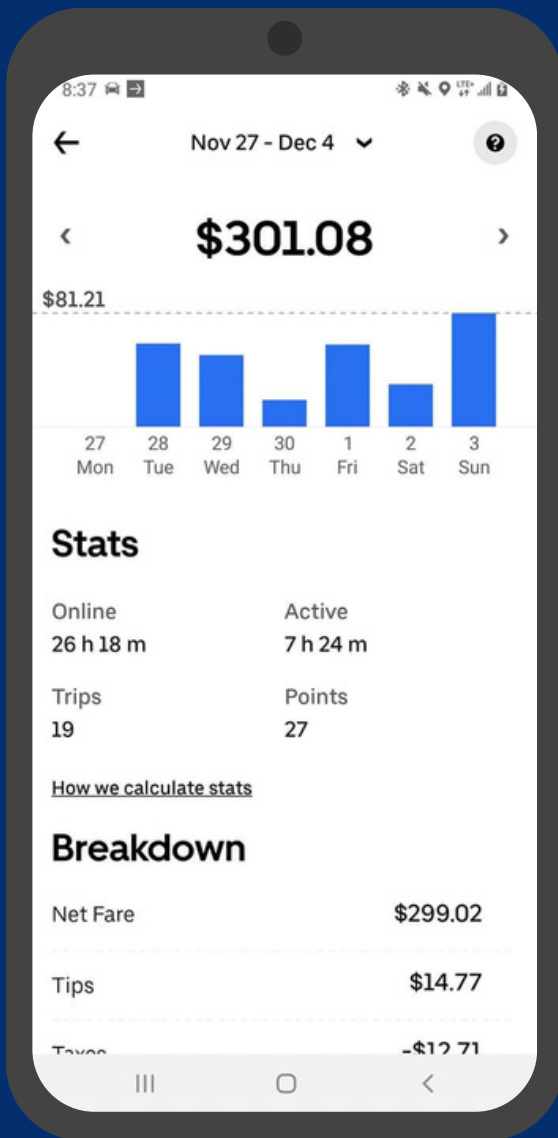


²⁸ <https://www150.statcan.gc.ca/n1/daily-quotidien/240105/dq240105a-eng.htm>

²⁹ City of Toronto Freedom of Information request, 2024.

³⁰ <https://www.cbc.ca/news/canada/british-columbia/bc-uber-drivers-requesting-regulation-1.7052257#:~:text=Provincial%20estimates%20put%20the%20number,with%2027%2C000%20food%2Ddelivery%20workers.>

Drivers are unlikely to reach the equivalent to Ontario's minimum hourly wage if they take home less than \$37 per engaged hour.



This driver has earned \$11.45 before expenses, and may not break even after expenses. But Uber would consider this driver to have earned \$40.69 per engaged hour – about 250% the minimum wage per engaged hour.

Uber's "math":

Weekly earnings = \$301.08

Hours engaged* = 7 hr 24 min

$$\text{Wage earned} = \frac{\$301.08}{7 \text{ hr } 24 \text{ min}}$$

= \$40.69/hr

*The amount of time spent en route to a pick-up and transporting a customer.

What drivers really earn:

Weekly earnings = \$301.08

Hours worked* = 26 hr 18 min

$$\text{Wage earned} = \frac{\$301.08}{26 \text{ hr } 18 \text{ min}}$$

= \$11.45/hr

*The total amount of time spent working, including waiting for an assignment

Toronto ride-hail drivers report below-minimum wage and negative earnings

Between October 2023 and January 2024, the Rideshare Drivers' Association of Ontario, an independent group run by and for drivers, asked Toronto drivers to submit anonymous snapshots of their weekly earnings statements to attempt to illustrate the current reality of ride-hail drivers in the face of company "everything's fine" messaging. While the sample is not statistically representative, it is illustrative. The snapshots show multiple examples where gross hourly revenues fall below minimum wage once unpaid time is factored in; subtracting conservatively-estimated expenses shows evidence of widespread below minimum wage income. Of 96 weekly earnings snapshots reviewed:

- Before costs are taken into account, the **average hourly revenue reported was \$16.15** before tips and promos (\$17.93 with tips/promos included). The median was \$16.22.
- *After* a conservative measure of operating costs was applied,³¹ **NO** statements reached the \$16.55 hourly minimum wage and **42% had negative earnings**.

The collected samples generally align with Uber-provided and city-collected data about ride-hail drivers in Toronto: where reported (about one-third of samples), drivers spent roughly half (51%) of their time "engaged," (P2+P3), earning a median of \$16.22 per hour before tips/promos, which translates into \$31.80 per engaged hour, approaching Uber's reported median of \$33.35 for November 2023.

Minimum wage laws are intended to ensure an earnings floor for ALL hourly pay, for every worker - not just median or average worker pay for a market, and not excluding workers who work part-time or on flexible schedules. It is clear that Toronto ride-hail drivers are regularly falling through the cracks.

"I have to stay out until I reach my earnings goal, which is my living expenses. [...] my Tesla cost me \$100 per day, I was working 16-17 hours per day, seven days a week. How am I going to cover these costs? I have a family of five kids."

-Muhammad Kamran
Rideshare Driver

³¹ It is important to note that operating cost estimates were conservative, based only on federal government estimates of mileage costs (2023 CRA rates of \$0.62/km), and exclude other important sources of costs, such as cell phones, data plans and car cleaning costs.



Evidence from other markets

Recent studies of actual driver earnings in similarly-regulated jurisdictions have also found ride-hail drivers' average earnings fall below prevailing minimum wage limits:

A 2020 Stanford University study of company-provided data found that pre-pandemic, **US ride-hail drivers** saw average gross revenues of \$21/hour worked, or about **\$10.80/hour after platform service fees and partial costs were taken into account.**³² In the US, minimum wage laws ranged from a Federal minimum of \$7.25/hr to \$15/hr in 2019. The study found that 68% of drivers left after 6 months.

California

A 2022 study by the National Equity Atlas found that **"California rideshare drivers' net earnings were just \$6.20 per hour."** The State minimum wage was \$12/hr in 2021.³³

Denver

A November 2022 study in Denver, Colorado estimated drivers' take-home pay was **\$5.49 an hour after expenses**, about 35% of the local \$15.87 minimum wage.³⁴

Seattle

A 2022 study commissioned by the City of Seattle found ride-hail drivers earned an average of **\$9.63 an hour**, whereas a competing study funded by Uber determined -

- average hourly earnings to be \$23.30. An analysis by gig work analytics firm Gridwise found Uber's study omitted or underestimated several sources of driver expenses; re-analysis Gridwise conducted based on proprietary trip data found that between October 2019 and March 1, 2020, hourly ride-hail earnings averaged \$9.67. Washington State's minimum wage in 2020 was \$13.50.³⁵

Author Tom Slee created a computer simulation in 2023 based on available public data about Toronto's ride-hailing market. He estimated drivers **earned approximately \$8/hour**, but these numbers could be affected by changes in the supply of drivers.³⁶

In 2023, Columbia Business School economist Len Sherman estimated that **Uber overstated by more than double what drivers could expect to be paid per working hour net of "high and increasing operating expenses."** The company steadily decreased in per minute and per mile base rates, and third-party data shows an 11.9% decrease in US driver pay between Q3 2022 and Q3 2023.³⁷

Ideally, these important estimates would be validated against data from Uber. Unfortunately, the company continues to avoid providing key data such as the percent of time that drivers are engaged, or any indication of the range of driver earnings beyond the median. Perhaps most importantly, the lack of transparency in the factors that determine driver pay since the introduction of "upfront pricing" mean that their broad-brush claims amount to little more than "trust us". It is disappointing that the company avoids providing what is needed, and this reticence makes trust impossible.

³² <https://web.stanford.edu/~diamondr/UberPayGap.pdf>; on page 45, the authors estimate companies charge a 25% service fee and incur expenses of \$0.25/mi, averaging 20 miles per hour.

³³ <https://nationalequityatlas.org/prop22-paystudy#wagefloor>

³⁴ <https://www.sciencedirect.com/science/article/abs/pii/S0305048323001299>

³⁵ <https://ini.wa.gov/workers-rights/wages/minimum-wage/history-of-washington-states-minimum-wage#:~:text=Initiative%201433%2C%20approved%20by%20Washington,Washington%20is%20%2416.28%20per%20hour.>

³⁶ Slee, Tom (January 2023). [High Emissions and Low Pay: Uber is Still Taking Regulators for a Ride](#). Report contributed to RideFair.

³⁷ <https://www.forbes.com/sites/lensherman/2023/12/15/ubers-ceo-hides-driver-pay-cuts-to-boost-profits/?sh=3e2644ca3ba4>



Protecting customers: the hidden role of platform commissions

Platform companies have not yet posted annual profits (positive net income) since their inception, and as publicly traded companies are coming under investor pressure to turn the corner. There is evidence that platforms are seeking profitability in part by raising customer fares without commensurate increases to drivers:

- 1) **Platforms are taking a larger chunk of customer fares:** Economist Len Sherman (among other observers) has demonstrated that Uber has been attempting to reach profitability by increasing its proportion of passenger fares – thus, driver revenues dropped 11.2% in the 12 months before October 2023. He reports the company’s “upfront fares” program has provided the vehicle for this shift; drivers’ expected pay, while reported ahead time, is no longer based on time and distance – or related to what customers are paying.³⁸

For the purposes of illustration only, a platform can claim it takes a 25% commission from drivers when it deducts \$2.50 from a ride for which a driver is paid \$10. However, if the platform charges the customer \$15 for the same ride, the commission rises to 50% (\$7.50/\$15)! Without transparency, this practice is hard to detect. Driver groups are calling for the mandatory disclosure of both customer and driver fares to all parties, as well as upper limits to allowable commission rates.

³⁸ <https://www.forbes.com/sites/lensherman/2023/12/15/ubers-ceo-hides-driver-pay-cuts-to-boost-profits/?sh=3e2644ca3ba4>

³⁹ <https://toronto.citynews.ca/2023/10/12/toronto-uber-lyft-rideshare-freeze-city-council/>

⁴⁰ <https://illinoisepi.files.wordpress.com/2021/01/ilepi-pmcr-on-demand-workers-sub-minimum-wages-final.pdf>

⁴¹ <https://lpeproject.org/blog/the-house-always-wins-the-algorithmic-gamblification-of-work>

⁴² <https://twitter.com/MorePerfectUS/status/1724865832549818748>

- 2) **In New York City, paying drivers fairly did not entail an increase in customer wait time:** Companies have argued that even a temporary, rolling pause in the number of licensed ride-hail drivers in Toronto – one way to contain further decreases to worker pay - would lead to prices and customer wait times increasing.³⁹

In fact, available evidence points to the contrary. After New York City implemented a licensing cap and mandated driver utilization rates, **driver pay increased by 8 percent, passenger wait times decreased by 18 percent, and ride-hailing company commission rates fell**— indicating that Uber, Lyft, and other platforms absorbed part of the increase in costs through lower commission rates.⁴⁰

Higher utilization rates protect customers.

The more efficiently drivers’ time is used, the less pay rates need to go up to deliver either a minimum or a living wage. Let’s say regulators are attempting to reach a living hourly wage for drivers in Toronto, currently estimated to be \$25.05 an hour, plus \$13.64 in expenses. If drivers spend only 60% of their time engaged, customers would have to pay an additional \$10/hr to achieve the same living wage outcome than if drivers spent 80% of their time engaged.

Regulators should contemplate requiring platforms to disclose what riders are paying for a fare to drivers – not just what drivers are being offered for the job. With the advent of algorithmic (gamified) pricing, platforms have decoupled rider fares from driver pay, allowing them to maximize the former and minimize the latter on a ride-by-ride basis.⁴¹ Only full transparency can allow drivers and regulators to truly measure company take rates, which one recent Colorado review has estimated to be 47% for regular fares and 53% for surge pricing.⁴²



Getting the minimum wage floor for gig drivers right

In December 2023, ride-hail and taxi driver groups across the US released a statement criticizing the expansion of a “deceptive pay floor” in New York State. The statewide pay floor was part of a \$328 million wage theft recovery from Uber and Lyft by the New York State Attorney General. While welcoming the settlement, driver groups noted the pay standard covered only a fraction of drivers’ working time and failed to account for “significant driver expenses like fuel, maintenance, cleaning and insurance.”⁴³

The New York State pay scheme resembles the broadly-criticized Proposition 22 framework in California, which gig platforms spent a record-breaking \$200 million to win – as well as the framework Uber has been proposing for Ontario.

However, competing models establishing a true minimum wage floor for gig drivers – and often also couriers – are emerging, beginning with New York City, Seattle, Washington State; won (but removed by a Governor’s veto) in Minnesota and proposed in Chicago and Minneapolis.⁴³

Uber’s proposed policy calls for 120% of Ontario \$16.55 minimum wage for engaged time,⁴⁴ or about \$19.86 per engaged hour. At a 60% engaged rate and after costs, that becomes a minimum wage of \$2.50 (or less, as engagement rates drop).

	Hourly pay after IRS/CRA mileage expenses
Uber Ontario (Proposed)	\$2.50 CAD
California Prop 22	\$3.92
New York State Settlement	\$4.32
Washington State (Proposed)	\$14.03
Minneapolis (Proposed)	\$20.30
New York City	\$21.17
Seattle	\$25.89
Chicago (proposed)	\$29.88

⁴³ https://www.driversunionwa.org/national_driver_groups_oppose_deceptive_ny_pay_floor

⁴⁴ <https://www.uber.com/en-CA/newsroom/uber-canada-and-ufcw-canada-reach-historic-national-agreement-to-benefit-drivers-and-delivery-people/>



A recent study (Alnaggar, Gzarab and Bookbinder, 2024) modeled three approaches to minimum wages for gig workers to compare outcomes on worker pay, among other variables:⁴⁵

- 1 An hourly minimum wage per on-app hour
- 2 An hourly minimum wage for engaged-time only (which includes the proposed approach for Ontario)
- 3 A utilization rate guarantee (such as that provided by New York City’s cap plus minimum pay standard)

The researchers found that approach (1) or (3) “enhances the average hourly pay of drivers, reduces the variability of their pay, and establishes a wage floor on their compensation amount. The platform’s profit and order fulfillment only experience a slight decline.”

In contrast, approach (2) – the approach enacted in California and under consideration in Ontario – “does not significantly improve driver income.”

“Recently, I gave a ride to the wife of another driver. She was travelling home from a food bank with groceries. They had recently come to Canada; the husband worked a full time job, and a full time Uber shift on top of that. They still struggled to make ends meet. This shouldn't happen in a rich country like Canada.”

-Earla Phillips

Rideshare Driver,
Advocate with Rideshare Drivers
Association of Ontario



⁴⁵ <https://www.sciencedirect.com/science/article/abs/pii/S0305048323001299>



Implications for the City

The City of Toronto has the authority to broadly regulate licensing and fares for vehicles-for-hire. The City's regulations should produce fair outcomes for a range of market participants – from an individual taxi owner-operator to local brokerages and ride-hailing platforms to multinational tech giants.

The City's regulatory approach must balance several (at times competing) goals: avoiding market concentration and preserving choice and affordability for consumers, reducing emissions from transportation, encouraging the use of sustainable modes of transportation and safe streets for all and preserving equity and accessibility in transportation. Economic impacts on drivers have historically been, and should once again be, among the key outcomes the city monitors.

While the Province has jurisdiction over employment standards and labour rights, the way the City licenses and regulates the Vehicle-for-Hire industry, including ride-hailing platforms, will have economic impacts on drivers, for better or for worse. The current regulatory framework produces below minimum wage and negative earnings for drivers. By resuming oversight over licensing and regulation for ride-hailing platforms and drivers, the City can put in place a system that allows drivers to earn a living wage. Resuming a pause on the number of licensed vehicles for hire can help stop driver engagement rates from sinking – and for earnings to dip further below minimum wage.

A report by RideFairTO
Coalition and Rideshare
Drivers Association of
Ontario.



Appendix

Inputs used in this report:

Inputs used in this report:	Value	Unit	Source
			City of Toronto
Engagement rates			
P1	40%		
P2	12%		
P3/Engaged	48%		
Active (P2+P3)/(P1+P2+P3)	60%		Calculated
Expenses			
(1) Average hourly speed	30.00	KM/H	Slee, CoT
(2) High congestion hourly speed	20.7	KM/H	TomTom
(1) Estimated KM traveled in 1 hr (base)	22	km in an hour	Calculated
(2) Estimated KM traveled in 1 hr (congestion)	15.18	km in an hour	Calculated
2023 CRA mileage rate	\$0.62	\$/KM	CRA
(1) Base est. mileage costs	\$13.64	P1+P2+P3, weighted	Calculated
(2) Congestion est. mileage costs	\$9.41	P1+P2+P3, weighted	Calculated
Median Pay			
Uber 11/2023 median pay per engaged hr	\$33.35	P2+P3 (assumed)	Uber
Engagement rate	60%	P2+P3/(P1+P2+P3)	CoT
Uber median pay per hour worked, before expenses	\$20.01	P1+P2+P3	Calculated
Uber median pay per hour worked, after expenses (high end)	\$6.37	P1+P2+P3	Calculated
Uber median pay per hour worked, after expenses (low end)	\$10.60	P1+P2+P3	Calculated

Appendix

Minimum Wage			
Ontario 11/2023 min wage	\$16.55	P1+P2+P3	Province
Uber proposed 120% of min wage for active time (60% of the hour worked)	\$19.86	P2+P3	Calculated
Uber proposed min wage per hour worked (<u>19.86x100/60</u>)	\$11.92	P1+P2+P3	Calculated
(2) Uber proposed min wage per hour worked minus expenses (congestion)	\$2.50	P1+P2+P3	Calculated
(1)Uber proposed min wage per hour worked minus expenses (base)	-\$1.72	P1+P2+P3	Calculated
Aggregate cost of below minimum wage pay			
Average active drivers per day	13500		CoT
Average hours worked per day	4		CoT
(1) Daily below minimum wage pay, active drivers - base	\$321,386.40		Calculated
(2) Daily below minimum wage pay, active drivers - congestion	\$549,720.00		Calculated