

## Survey Results

### Proposal to Extend the Maximum Age of Vehicles-for-Hire

#### OVERVIEW

To better understand of the effects of COVID-19 on the vehicle-for-hire industry (taxicabs, limousines and private transportation companies such as Lyft and Uber), a survey was publicly available from August 14 to September 2, 2020. The survey solicited feedback on how the hours of work and number of trips in the industry have been affected during the pandemic, and whether respondents supported a proposal to extend the maximum age of vehicles by one year.

The survey was available through the City of Toronto's online survey tool. There were 9 questions in total, using a mix of multiple choice and open-ended. The survey was advertised through the City's Vehicle-for-Hire e-mail listserv, the Vehicle-for-Hire website, the City's social media accounts, and through targeted stakeholder e-mails to taxicab brokerages, limousine service companies and private transportation companies.

This document provides a summary of the survey results and will be used as an input for ongoing research and analysis. Feedback has not been attributed to individuals, or specific groups or companies in the vehicle-for-hire industry. The feedback may not be representative of the wider Toronto population or all stakeholders within an industry.

#### RESULTS

##### 1. What percentage of respondents supported the proposal?

Level of Agreeance	Percentage
Strongly Agree	79%
Agree	5%
Neutral	2%
Disagree	3%
Strongly Disagree	12%

Table 1: The percentage of support for the proposal

Note: Percentage total does not add to 100% exactly due to rounding. A total of 251 respondents completed the survey.

##### 1.1. Why do respondents agree/strongly agree with the proposal?

Approximately 84% of respondents agree/strongly agree with the proposal to extend the maximum age of vehicles by one year, for one or more of the following reasons:

- Vehicles are not being used at their full capacity;
- Some drivers/owners are concerned they will not be financially able to purchase a new car in 2021 or 2022;
- The change will not adversely affect passenger safety;
- Vehicle age is higher in other jurisdictions; or
- Vehicle age is not tied to the maintenance/safety of the vehicle.

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**1.2. Why do respondents disagree/strongly disagree with the proposal?**

Approximately 15% of respondents disagree/strongly disagree with the proposal to extend the maximum age of vehicles by one year, for one or more of the following reasons:

- They support a vehicle age extension by two years or more;
- They do not support a vehicle age extension because it will delay the transition to low-emission vehicles; or
- They do not support a vehicle age extension because they believe the vehicles are already in poor condition and should be replaced.

**2. Hours and Trips per Week (2019 vs. 2020)**

**2.1. How have the hours worked per week changed for drivers?**

Licensing Category	Average hours per week in 2019	Average hours per week between March – July 2020	Percentage Change
Vehicle-for-Hire Driver	53	29	-45%
PTC Driver	33	20	-40%

*Table 2: Average hours per week in 2019 versus March to July 2020*

**2.2. How have the number of trips per week changed for drivers?**

Licensing Category	Average number of trips in 2019	Average number of trips between March – July 2020	Percentage Change
Vehicle-for-Hire Driver	43	26	-40%
PTC Driver	44	28	-35%

*Table 3: Average trips per week in 2019 versus March to July 2020*

Note: The information above is self-reported and cannot be validated by Municipal Licensing and Standards.

**3. Additional Feedback Provided**

As a final question, respondents could provide any additional feedback related to the licensing and enforcement of the vehicle-for-hire industry. Below are some examples of what was received:

- Other supports for the industry should be explored, such as reducing licensing fees;
- The number of trips and hours will continue to decrease if the pandemic continues and tourism remains low or businesses are forced to close again;
- Vehicles need to transition to electric or low-emission to support the City's climate change goals; or
- Additional public health measures need to be explored such as mandatory masks or plexiglass in vehicles.