

# Vehicle-for-Hire Public and Stakeholder Consultation

Virtual Taxicab Industry Town Hall Meeting:

June 24, 2024

## Staff Attendance

### Municipal Licensing and Standards, City of Toronto:

- Josh Cho, Policy Development Officer
- Tobiah Abramson, Policy and Planning Advisor
- Marcia Stoltz, Manager, Vehicle-for-Hire & Road Allowance
- Joanna Hazelden, Director, Policy and Strategic Support (Acting)
- Fiona Chapman, Director, Business Licensing and Regulatory Services
- Thurka Sinnathamby, Stakeholder Engagement Lead, Policy and Strategic Support

### Gladki Planning Associates Inc.

- Natalie Barcellos, Planner and Engagement Specialist
- Weston Smith, Planning Intern

## Background

The City of Toronto is holding public and industry stakeholder consultations as part of an ongoing review of the vehicle-for-hire framework and by-law, in response to multiple directives from City Council. Gladki Planning Associates Inc. (GPA) has been retained by the City of Toronto to facilitate a series of public and stakeholder engagement meetings that will inform a staff report from the Municipal Licensing and Standards (MLS) division on vehicle-for-hire services within the City of Toronto.

Vehicle-for-hire (VFH) services, which includes taxicabs, limousines and private transportation companies (PTC), are regulated by Chapter 546 of the Toronto Municipal Code. The by-law establishes regulations for:

- Licensing and regulatory requirements;
- Limits on the number of taxicabs;
- Fares for taxicabs;
- Eligibility criteria for the City's Accessibility Fund Program; and
- Vehicle safety and service standards.

The intent of the by-law is to provide public safety and consumer protection. The vehicle-for-hire industry has undergone a series of changes since 2016, when the current by-law was introduced, in order to regulate PTCs. The evolving social, political, and economic context, as well as direction from City Council has prompted the City to consider updates and additions to the by-law to ensure that the regulations remain responsive to the overall intent of the by-law.

Public and stakeholder consultation programmes were executed in both 2019 and 2023 to solicit feedback on public safety, driver and vehicle requirements, limousine regulations, cost of delivering accessible vehicle-for-hire service, and net-zero vehicle-for-hire initiatives, respectively. The feedback from these rounds of consultations informed the vehicle-for-hire licensing by-law updates in 2019 and the 2023 zero-emissions vehicle-for-hire policy. This current phase of public consultation seeks to build upon the previous amendments to the vehicle-for-hire by-law and rounds of consultation.

## Meeting Promotion

City of Toronto staff were responsible for promoting consultation activities. The consultation was advertised widely. Promotional content and communication materials were shared using a variety of communication channels including:

- A dedicated webpage;
- Social Media Advertisements;
- Advertisements on navigation and gas applications (e.g. Google Maps, Waze, Petro Canada, etc.);
- Advertisements on Taxi News;
- BusinessTO June 11th Newsletter;
- Monthly Newsletter to Councillors; and
- Vehicle-for-Hire By-law public mailing list.

The City also conducted targeted outreach with stakeholder groups, described below.

- **Taxicab Industry.** Details about the consultation meetings and the online survey were sent via email to over 6,000 drivers/owners/operators and 25 brokerages.
- **Accessibility Organizations & Community.** Details about the consultation meetings and online survey were sent via email to over 160 recipients, Mailers were sent to over 700 recipients. Information about the consultation meetings were also shared with the City of Toronto's Accessibility Unit in the People & Equity division.
- **Private Transportation Companies (PTCs).** Details about the consultation meetings and online survey were sent by email to over 70,000 currently licensed PTC drivers.

## Meeting Overview

On June 24, 2024, the City of Toronto's Municipal Licensing and Standards division hosted a virtual town hall meeting to present and receive feedback on emerging policy directions for the by-law review. Approximately **32** people attended the event, representing a diversity of people affiliated with the taxicab industry (see Figure 1).

Gladki Planning Associates (GPA) convened the meeting and provided an overview of the meeting agenda and described their role as a third-party, independent facilitator. City of Toronto Staff delivered a presentation that included:

- an overview of the context and purpose for consultation;
- potential regulation and programmatic updates to improve wheelchair accessible service;
- potential options for a licensing limit;

- potential By-law updates to address inactive taxicab owner licences; and
- the City's approach to studying and reporting on the mayoral directive to explore driver wages in Toronto.

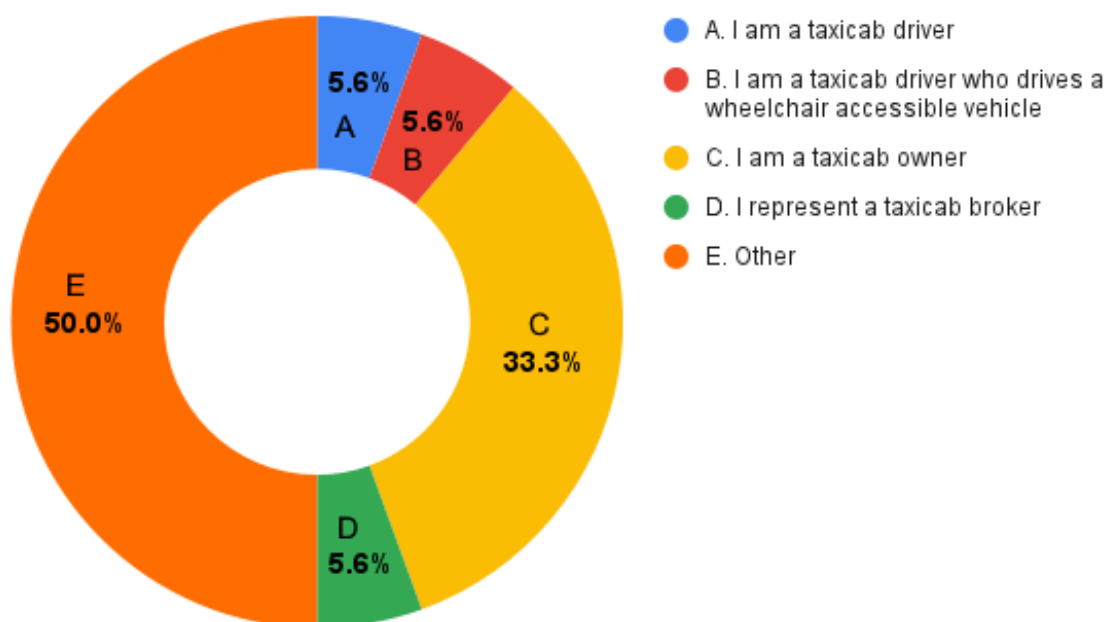
Following the City's presentation there was a discussion period where attendees were invited to share feedback. This feedback has been organized in a thematic summary in the following section. A complete record of *all* of the feedback received has been included in *Appendix A*.

## Poll Results

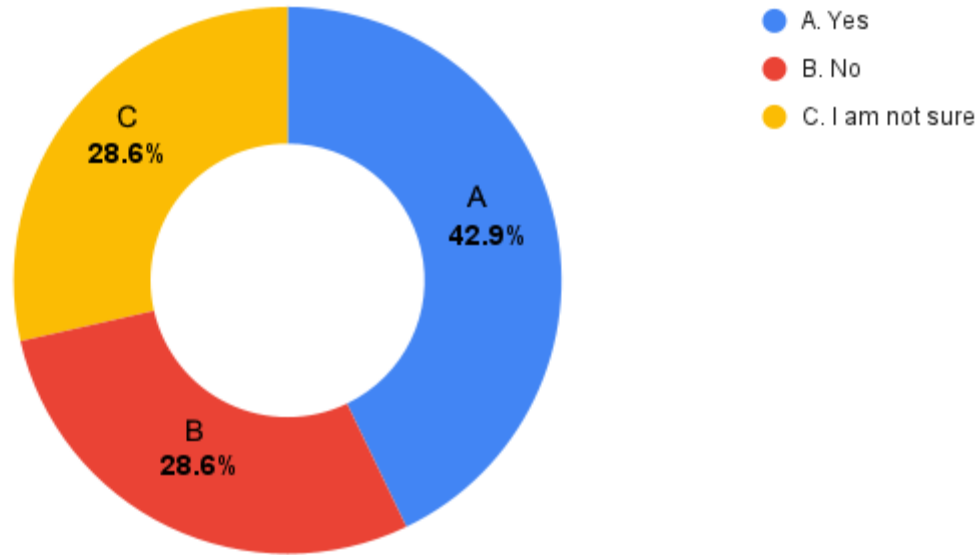
Participants were invited to respond to four poll questions during the meeting. These poll questions were intended to get a sense of who was attending the meeting (e.g. driver, brokerage, wheelchair-accessible vehicle user, etc.); and get a preliminary and high-level sense of what attendees' level of support or satisfaction was with existing and proposed City initiatives. It should be noted that the majority (66%) of attendees did *not* respond to the poll questions. Therefore, the results discussed below are not necessarily an accurate depiction of the opinions and preferences of the entire group.

Half of those who responded to the first poll worked in the taxicab industry, either as drivers or in some other capacity (see Figure 1). There were mixed opinions among respondents with regards to whether people supported the City's proposed updates to the Accessibility Fund Program (AFP) (See Figure 2). Respondents expressed uncertainty about the City's proposal for inactive taxicab owner licences, with the majority of respondents selecting that they were unsure if they support the City's proposal (Figure 3). Finally, respondents were strongly in favour of licensing limit on the number of VFH licences that the City of Toronto issues (Figure 4).

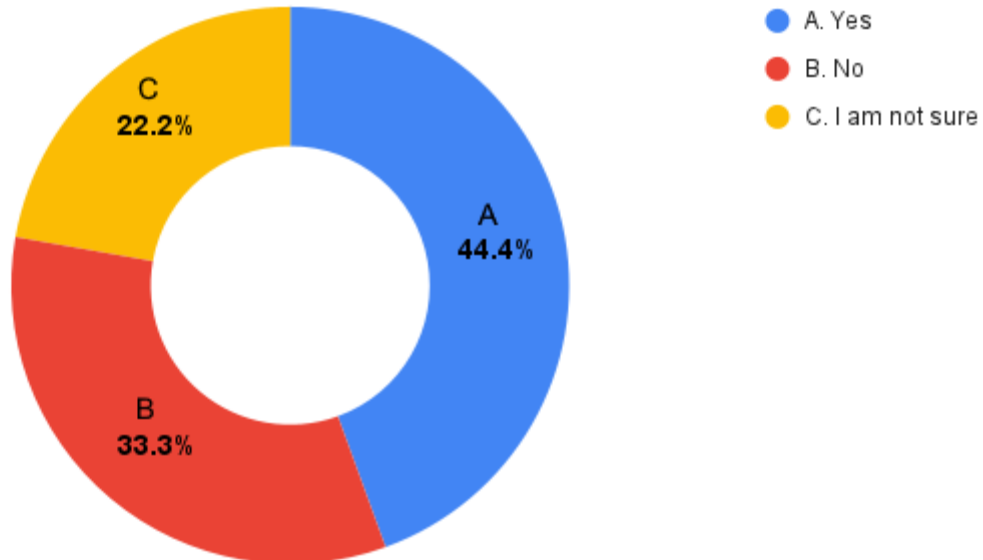
**Figure 1: What is your relationship to the taxicab industry?**



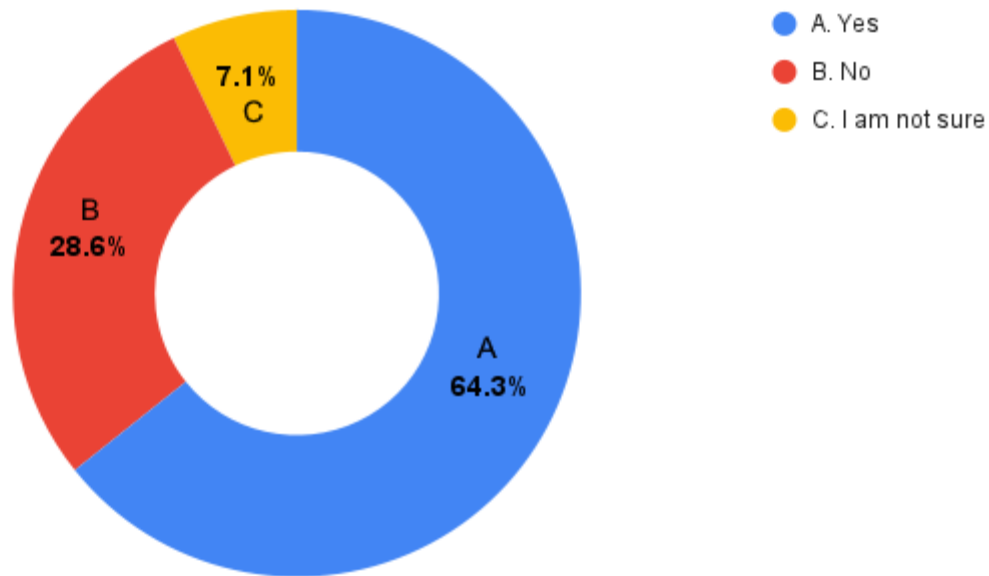
**Figure 2: Would you support the City's proposed approaches to the AFP?**



**Figure 3: Would you support the City's proposal to allow taxicab owners to keep their taxicabs inactive for one more year?**



**Figure 4: Do you believe a licensing limit on PTC and VFH drivers would benefit Toronto's on-demand transportation services?**



## Thematic Summary

This section organizes and summarizes all of the feedback received according to five main topic areas. These are:

- Accessibility
- Inactive Taxicab Owner Licences
- Driver Wages
- Licensing Limit
- Miscellaneous

**83** pieces of feedback were submitted during the meeting. Participants were invited to share a comment or a question by raising their virtual hand and volunteering to speak, or by submitting one using the Q&A box.

**28** responses were addressed live (those shared verbally or were read aloud by the lead facilitator) during the course of the meeting. Another **25** responses were received via the Q&A box, and a further **30** responses were received via the meeting's text chat. All **83** pieces of feedback are considered as part of the public record and have been organized, analysed, and summarized in the summary.

The thematic summary is not intended to be a verbatim account of what was said during the meeting. The summary provides an overview of the main themes and key pieces of feedback received by attendees during the meeting. The feedback summarized does not represent the opinions of GPA. *Appendix A* includes a complete record of comments/questions.

## Accessibility

Meeting attendees made **11** comments related to improving accessible vehicle-for-hire service in the city. The following points summarize the key feedback attendees shared.

**The City needs to take a more active role in enforcing the by-laws that require PTCs to provide accessible service.** Multiple participants shared that, based on their understanding, PTCs like Uber are not in compliance with the by-law regulations for accessible service. There was a perception among some attendees that the City is not enforcing these regulations. There was agreement between these participants that (1) there should be consequences for PTCs that are not in compliance with the by-law, and (2) the City should be doing more to enforce the regulations in the by-law.

**The proposed \$10 per trip incentive is not enough to improve wheelchair accessible service.** Wheelchair accessible taxicab service providers do not get enough trip requests from users with accessibility needs to cover their operation costs. Multiple taxicab drivers expressed the view that wheelchair accessible taxicabs need to be able to secure more rides per day in order to offset the higher costs associated with owning and operating a wheelchair accessible vehicle. Wheelchair accessible taxicab service providers highlighted that wheelchair accessible vehicles get an average of 2-3 trips per day. Therefore, the City's proposal to provide a \$10 per trip incentive would only amount to an extra \$20-30 per day, an amount that was deemed insufficient to cover the cost of operating and maintaining a wheelchair accessible vehicle, let alone provide meaningful earnings.

## Inactive Taxicab Owner Licences

Meeting attendees made **27** comments related to inactive taxicab owner licences in the city. The following points summarize the key feedback attendees shared.

**Economic hardship is contributing to taxicab licence owners either putting their licence on the "on the shelf" (becoming inactive) or remaining "on the shelf" (inactive).** There was a consensus amongst members of the taxicab industry that economic hardship in the industry was pushing drivers towards inactivity. Several drivers shared how difficult it has been to pay licence renewal fees in the face of decreasing earnings. High insurance costs were also cited by several members of the industry as a factor in many taxicab drivers' decisions to put their plate "on the shelf". Drivers suggested that the City reduce licence fees as a way to increase the take-home earnings of taxicab drivers and incentivize drivers to take become active. Additionally, many members of the taxicab industry connected the increasing number of taxicab licences that were in "on the shelf" to the City's lack of a licensing limit. They argued that a current oversupply of VFH drivers was leading to increased competition for a limited number of jobs, in turn discouraging drivers from being active.

**The taxicab industry has varying opinions regarding how the City should approach the waiting list for taxicab licences.** Participants disagreed on whether or not inactive taxicab owner licences should be given to those on the waiting list. Some participants stated that they had been on the waiting list for a long time and would welcome changes that made it easier for them to receive a licence. Other participants argued that the City's proposal to give inactive taxicab owner licences to those on the waiting list was essentially stealing from drivers. These participants said that it would be unfair to cancel any inactive taxicab owner licences given the financial difficulties the industry is currently facing.

## Driver Wages

Meeting attendees made **6** comments related to driver wages in the city. The following points summarize the key feedback attendees shared.

**There were varied opinions on the state of driver earnings within the city.** Some participants stated that the taxicab driver earnings need to increase to sustain the industry long term. Two taxicab drivers suggested that changes to the meter rate could help them earn more. One of these drivers argued that PTCs should be forced to adopt the same meter rate as taxicabs so that there could be more equal competition between them. Others expressed doubt in the City's ability to help drivers, expressing frustration at how slowly government action occurs. One participant questioned why the City was even exploring drivers' wages given that it is not the responsibility of City staff to monitor wages in any other business sector that is regulated. Some participants disagreed with this and suggested that the City has always been heavily involved in the taxicab industry.

## Licensing Limit

Meeting attendees made **12** comments related to licensing limits in the city. The following points summarize the key feedback attendees shared.

**There should be a limit on the number of PTC vehicles allowed to operate within the city.** There was consensus among participants that a licensing limit would benefit the taxicab industry because it would create fairer competition between the PTC and taxicab industry. Participants suggested that a licensing limit could advance the City's climate action goals. Some participants expressed that it is hypocritical to see public messaging from the City of Toronto about climate action policies while the City's VFH by-law continues to allow an unlimited number of PTC vehicles to operate. There was a sentiment among participants that a licensing limit should be imposed only on the PTC industry, as there are already limits on the taxicab industry.

## Miscellaneous

**Insurance costs are very high, particularly for taxicabs, and there is a perception that the City has more strict insurance requirements for taxicabs compared to PTCs.** Members of the taxicab industry remarked that insurance rates for taxicabs are very high and it seems that PTCs are not having to pay the same amount for insurance. This was seen as being unfair. There were a few comments from those within the taxicab industry that some PTC drivers may be driving without insurance and asked how the City plans to enforce the insurance requirements. City staff assured participants that the City performs regular auditing of PTC drivers to ensure that they are meeting insurance requirements and clarified that since 2019 the insurance and training requirements for PTCs and taxicabs have been the same. City staff reiterated a point from their presentation that insurance rates are not part of the City's jurisdiction. The City does not set the rate for various insurance products offered for VFH; it is insurance companies that do this and that is what the City cannot control.

## Next Steps

Public feedback is vital to by-law review process. Feedback from this meeting, other meetings in this series of consultation, and the online survey will be included in an engagement report to be prepared by GPA. This report will be submitted to City Staff and will be included as an attachment to the staff report. The engagement report will be publicly available once the staff report has been submitted to Council. City staff will consider this report along with other inputs as they prepare a staff report with recommendations for Council. The staff report is expected to go to City Council by the end of 2024. For more information and updates on this review process please [visit the City's website](#).

Additional questions and comments can be submitted to [vehicleforhirereview@toronto.ca](mailto:vehicleforhirereview@toronto.ca).



## Appendix A: Participant Questions and Comments

All of the questions and comments that were made by participants over the course of the meeting have been included below. This includes questions and comments stated verbally by participants, those read aloud by Natalie Barcellos (lead facilitator, GPA) during the meeting, and the questions and comments received via Q&A box that were not read aloud during the meeting due to time constraints. Select City staff responses that were given during the meeting have been included for topics that require further clarification. The questions and comments included have been edited for brevity and clarity and have organized by the same themes used in the thematic summary for consistency. They are documented here as part of the public record.

The feedback captured below is a record of what was shared during the meeting. The feedback does not represent the opinions of GPA.

### Accessibility

1. Who would fund the proposed centralized dispatch services? Taxi drivers do not make a lot of money.
  - *Response from City Staff:* This would be funded entirely by the City and would not replace Wheel-rans. Neither users nor taxicabs would be required to pay extra as part of the centralized dispatch system.
2. I am an accessible driver. The City requires the side ramp [for wheelchairs to access the van]. There are a lot of vans that have back ramps. There are a lot of the vans in the city that are working but they are not recognized by the City because they only have the back ramp. If possible, the City should allow for the back ramp so that more people can use this service with the City.
  - *Response from City Staff:* In terms of allowing for the ramp on the side versus on the back of a vehicle, the City does allow for rear-entry. It is only Wheel-Trans who requires a side entry. The side entry is a Toronto Transit Commission (TTC) regulation, not the City of Toronto's.
3. Right now, the industry is horrible — it is over saturated with drivers. Only customers with accessibility needs are willing to ride in wheelchair accessible vehicles. We can only take 2-3 customers per night. Please allow accessible drivers to park at Union Station so that they can make money. We also need the income from more rides to be able to survive, because our insurance is \$1200 more per month for the accessible cars. The expenditure of a new van costs us \$90,000. If we are not making money, how can we survive in the vehicle-for-hire accessibility industry? People are not choosing accessible vans because they are not making money. If you want people to choose to provide wheelchair accessible service, then they have to be able to make money.
4. Regarding the accessibility fund: Why are taxis being charged more for accessibility than rideshares? Why is the taxi industry responsible for funding support programs when they don't earn a lot of money? If the city wants accessible vehicles, shouldn't the conversion and maintenance of these vehicles be funded by all Toronto citizens?
  - *Response from City Staff:* As a point of clarification, the regulatory levy [a small per trip fee that is added onto each trip in order to fund the accessibility fund] that

we're talking about goes for both the taxicab and PTC industry. We hear the comments on the increasing costs and recognize that it's an issue.

5. I have a couple of recommendations based on first hand knowledge and experience. If I go back maybe 6-8 years ago, the cost of converting an accessible vehicle would about \$20-25,000, the same amount that the City included as grant in their presentation. Currently, however, it's closer to \$40,000 to convert one [wheelchair accessible van]. The \$10 incentive could be good if the wheelchair drivers were getting more jobs per day, but currently they are only getting 2-3 jobs per day. You have to tackle the problem of oversupply with licensing before any more accessible taxis can come onto the road. If the drivers fall below a minimum number of kilometres driven per day due to a low number of trips, then maybe you could use those AFP funds to compensate them. The proposed amounts are not adequate. The cost for an accessible vehicle is \$95,000. If you want the drivers support it [the incentive], it has to be a lot more than this.
6. The only reason people call multiple brokerages to get wheelchair access taxis is because there are not many wheelchair accessible taxis out there. They are all parked throughout the city because taxi drivers can't afford all the fees. Uber is not equitable! They cannot accommodate people with wheelchairs.
7. How many wheelchair accessible cars are currently operated under Uber/Lyft?
8. Why are they [PTCs] allowed to operate if they don't meet the criteria for accessible vehicles?
9. Please breakdown how the accessibility fund is funded. Are taxi drivers funding it through fees they pay to the City?
10. Are private companies allowed to operate without offering accessible vehicles?

## Inactive Taxicab Owner Licences

11. Taxicab owners still give revenue to the City. We appreciate that you have proposed to reduce the fees for plates on the shelf for one year, but what happens after one year? There's no new drivers being granted any licences. Where is this stat coming from that there's availability of new drivers who are willing to drive? It's contradictory to say that there's a high demand for these plates when you're not even issuing new licences. Most drivers are 50 years old or so. That means in the next years you're going to see a lot of people leaving the industry. There needs to be more incentive to encourage new drivers. I think reducing fees could be a way to do this. The industry needs to be competitive, and not inequal between the PTCs and the taxicabs. It is on you [City of Toronto] and not me to figure out how to address those inequities. Most people don't know how to get licences for taxicabs because it's so much easier to get an Uber licence. There's a need for some sort of publicity campaign.
  - *Response from City Staff:* Council must issue licences for new drivers. There's a waiting list with several hundred people who are waiting for an owner's licence. That's what we're looking at – people can have one year on the shelf and then we'll move to those on the waiting list.
12. The only reason licences are on the shelf is because PTCs do not pay as much for insurance as taxicabs. Is there some way the City can regulate this?

- *Response from City Staff:* How the insurance industry markets and sells you insurance is not up to us. It's an insurance industry discussion about how they decide on their rates and how their products are billed to you.
13. The main reason why some licences are inactive is because owners are struggling to pay their renewals due to the recent pandemic and expensive cost of doing business in this industry. To fix this, I suggest that the City create some sort of payment plan to help owners make their plate active again. I am also an owner of a cancelled plate that wants to get my plate active again. We should help owners, not add more financial burdens.
14. What happens after one more year of inactivity? Does it get cancelled?
- *Response from City Staff:* After the taxicab owner is inactive for one more year, we'd propose that you'd have to prove insurance, otherwise we would cancel it.
15. I think everyone knows why the licences are inactive. I'm sure you guys know it. It's the excessive number of vehicles on the road. It's just not a profitable business because the City made it open entry. The core problem is basically oversupply. The only thing the City should do is address that and see how fast the licences come off the shelf. Come up with a VFH formula for the number of cars necessary to service the people in the city. People bought the plates several years ago for a higher price, after which the City floods the market and the value goes down and now they cancel the licence – there have to be some legal consequences to that. You're flooding the roads, you're deregulating the industry, then you move to cancel it? No, you can't do that. That's not right.
16. What compensation does the City envision if it were to cancel licences on the shelf?
- *Response from City Staff:* It's a good question, but the advice that we've had from legal services is that this would not be possible. I don't believe that this report will be putting forward any recommendations on that based on that legal advice that we've received to date.
17. My question is why is the City so eager to crack down on the owner-licences? You guys are getting enough money with the fees. Either way the City is generating revenue, so why does the City care if it [the plate] is inactive?
18. When it came to the list of inactive taxi drivers that's on the City website: has the City reached out to those people? I find it hard to believe that there's such a big list when the taxi industry has been absolutely decimated by Uber.
- *Response from City Staff:* The driver's waiting list is a list of drivers, it's publicly available and they're waiting for the issuance of a taxi owner licence. The reason we're talking about plates is because people are hoping to get an owner's licence issued by the City.
19. It still goes back to the fact that I don't believe these 300 people are dying to get into the industry. Where are the studies from over 10 years ago when Uber initially got a foot hold in the city?
- *Response from City Staff:* There was a court action in 2016 that said that we had to set the by-law. We are following council directions to continue looking into inactive licences. Consider following up via email and we can send you links to the Council Agendas, minutes and any reporting that accompanied Council decisions as well as any other specific information that you're looking for.

20. The only reason taxi licences are on the shelf is because they cannot afford the insurance and Uber does not pay the same amount of insurance. Can the City mandate that Uber pays the same insurance rate as taxis?
  - *Response from City Staff:* The insurance standards are the same under the by-law for PTCs and taxicabs. The insurance companies determine the rates based on licence type.
21. They [taxicabs] left because they cannot afford to provide service!
22. Where is this waiting list [for taxicab plates]? Where's the transparency? This list should be made public.
23. The waiting list needs action ASAP! People have been waiting for years.
24. I have a cancelled plate that I want to make active again! \$700 renewal fees are way too much and play a key role in plates being inactive.
25. People have invested their life savings (300k for a plate). How can they get canceled and then "given" to other drivers?
26. Plates are inactive due to insufficient income but high overhead costs.
27. A transportation representative told me my plate was cancelled for non-payment and when I asked him how could I solve this issue nobody responded to me. The City isn't even trying to help drivers anymore.
28. If the City wants more taxi drivers, then why doesn't it reach out to people on the waiting list? When was this list generated? Are they all driving Uber in the meantime? Does the City think people on the waitlist will actually be able to make money when Uber has taken over the industry?
29. Why hand out taxicab licences to people on the waiting list that were stripped from their respective owners? It seems unfair.
30. The City will just steal your plate and give it to someone else.
31. How could someone get a cancelled plate back?
32. I heard the licence renewal fees are going up next year. Lots of plates are on the shelf due to a lack of business, yet the plate owners have to pay the full licence renewal fee. I imagine renewal fees are used to help provide services to the industry (e.g. enforcing regulations). However, City services are not being provided for plates on the shelf and owners still have to pay the full renewal fee. It is unfair to charge full fees when we are not getting any services.
33. Why are licensing fees for taxi owners significantly higher compared to other business classes? Additionally, why do taxi drivers pay fees comparable to standard brick-and-mortar businesses, unlike Uber drivers who pay a fraction of that cost? To foster industry support, I propose significantly reducing these fees to level the playing field and bolster the taxi industry.

34. What compensation does the City envision for cancelled licences?
35. Good point, all these people who are waiting on the list can buy the plates that are shelved.
36. There are no new drivers coming into the industry. You just have new owners coming via the waitlist, but the City is not doing anything to promote/advertise to get new people driving taxis.

## Driver Wages

37. The driver wage for Uber is less than \$10 per hour.
38. Why is the city concerned about driver wages? Do you have similar concerns about the wages of doctors, engineers, cashiers, nurses, or salespeople? There is already a provincial regulation on minimum wage, so why would additional measures be necessary? Does the city regulate wages in any other industry?
  - *Response from City Staff:* I don't necessarily disagree, but we were asked by City council to do further work in this regard. So that's one of the reasons that we've been asked to look at this. You're right that it's the responsibility of the province to regulate wages.
39. Every time somebody gets into my cab, it's a set [meter] rate. The way the city changed the by-law with Uber has affected my wage. That needs to be changed. Otherwise we're not going survive. Let us have a level playing field. Taxis charge a fixed price, and PTCs charge whatever they want. That's not a level playing field.
40. We drive, but Uber and the government earn more than us. At the end of the year we have to pay a huge tax for nothing.
41. The City controls the meter rate of the taxi, why can't they control the fare of PTCs?
42. We should think about the financial problems people have today. People have to pay off their debt and their mortgage and other expenses, but the City can't even put a limit on the amount of drivers because of politics. Unfortunately, the government isn't regulating the economy and private companies take advantage to make a huge profit.

## Licensing Limit

43. A cap will benefit the city. It will reduce congestion in the city, which is a headache and costs the City a lot of money. It is pointless for all of these drivers who are running around without a fare just hoping that they're going to get a fare. This by-law review needs to be about the whole ecosystem, as others mentioned earlier. With the way things are operating now we've sacrificed the ecosystem.
44. The majority of those driving for PTCs are part time drivers and not full-time drivers. The VFH business is about more than working part time to be able to pay off your fancy car and drive it around. There's a limited number of people every day that need VFH transportation. According to some of the stats that the City has provided, the total VFH

trips per day does not exceed 200,000. It would be great if you guys could go back to the formulas that you had before to limit vehicles. If you have over 65,000 vehicles responding to those calls, then do you think that anyone can make any money here besides those who are part-time drivers looking to cover the payment of their cars?

45. Will the City consider finally leveling the playing field by capping the number of PTCs on the road to mirror the number of taxis on the road?
46. Does the city limit the number of doctors, engineers, architects, and other professionals it should have? If not, why should it? Why would we need to limit the number of VFH drivers?
47. Of course, there are limits on all of these other professions, but 65,000 drivers is an issue that no one can deny.
48. The City did the studies and had the appropriate limits years ago. Why was that thrown out to accommodate the private companies?
49. There's no need to limit taxicab drivers in the city as there's only 6,000 active drivers. On the other hand, there's 65,000 active PTC drivers, which is crazy.
50. The City is making me drink out of a paper straw to reduce pollution but allows 65,000 drivers on the road at any given time causing emissions, pollution and total congestion in the city.
51. Why no lengthy consultations before the private companies were allowed to have unlimited numbers of vehicles?
52. Having an unlimited number of vehicles on the road makes for very predictable consequences.
53. The City should impose limit on PTC drivers. It should limit the number of PTC cars. The PTCs will argue that this is going to create more wait times, and more supply issues. However, this is not true, because taxicab drivers will be able to pick up more jobs.
54. Put a limit on PTC vehicles only.
55. Will the city consider issuing vehicle-owner licences for PTC? Like a cab owner licence but for PTC?

## Miscellaneous

56. Do taxi drivers have to prove that they are commercially insured? What do Uber and Lyft drivers have to do to prove that they are commercially insured? From my knowledge, there's nothing. It's based on goodwill and honesty. And I'm just wondering what is being done to ensure that these drivers have their insurance. What happens when these drivers go off app for cash?
  - *Response from City Staff:* The PTC industry is required to provide 2 million of insurance liability for their drivers. We have the opportunity to audit all drivers.

Complaints about PTC drivers accepting cash can be directed to 311 because accepting cash is not permitted.

57. Why are licensing fees for taxi owners significantly higher compared to other business classes? Additionally, why do taxi drivers pay fees comparable to standard brick-and-mortar businesses, unlike Uber drivers who pay a fraction of that cost? To foster industry support, I propose significantly reducing these fees to level the playing field and bolster the taxi industry.
- *Response from City Staff:* We have a process in place for making sure that all of the fees make sense. They reflect City costs, including staff who are involved with applications, enforcement, and the costs of administration are based on that. The other piece that we look at is what other jurisdictions are charging across the GTA to understand what the fees are as well. It's not an exact science, but if things are being increased or decreased, it's always going to be vetted by city council.
58. Taxis have to prove commercial insurance. I was told that the City has the right to audit but I would like to know if they've done any audits on PTCs and what the results of that were.
- *Response from City Staff:* We do audits in two fashions: when all of the records come in, we look at those first and foremost to verify that they're correct. We have a compliance team and external auditors that we ask to go out and check on these things on a rolling basis. We're constantly doing these checks on the app companies. Like anything else, when you do audits you find issues and you want to ensure that the problem is immediately addressed.
59. Are there enforcement officers that also check our cabs on the road? Do they do that for PTC vehicles too?
- *Response from City Staff:* Yes.
60. Make Uber pay the same fees as taxi cabs and let's see how many Ubers will remain on the roads.
61. Why is the City favouring Uber over taxicab drivers? It feels discriminatory. Does the City have a contract with Uber? How much money does the City make off Uber?
62. That poll question wasn't fair [question #3] -- I do not support the change in policy for inactive taxicab licences.
63. Yes. Toronto receives millions of dollars in per-trip fees from Uber and is not motivated to give them up.
64. We would like to see the report of how much money Uber has given the City of Toronto.
65. I have FOI'd (Freedom of Information Request) them many times. It amounts to 2-3-4 million per fiscal quarter.
66. The City and politicians receive incentives from Uber.
67. No chance Uber drivers have a \$2,000,000 liability insurance plan.

68. The City should help drivers get insurance and coordinate it for everyone.
69. Do PTCs have to prove they have notified their private insurer that they are driving commercially? What about for off-app cash rides?
70. Where is the requirement for proof of commercial insurance for the private vehicles?
71. I highly doubt that Ubers are paying \$5-7k in insurance!
72. Can you please highlight the reasons that caused the taxi industry crisis?
73. They [PTCs] don't require proof of insurance the same way taxis do – audits are optional for them...
74. Why is the city discriminating against taxi drivers/owners?
75. Additional point... there will be a loss of revenue to the City if the taxicab industry goes under.
76. Is the brick MLS office open again?
77. People make poor financial decisions. That's not the City's fault.
78. When will there be a vehicle age hearing?
79. Hi, am I eligible to participate in this meeting as an Uber driver?
80. The City, by recognizing the PTC industry in 2019, has created a de facto two-tier vehicle-for-purchase transportation system that disadvantages the taxicab industry through higher costs and a reduction in business. What can the City do to even the playing field?
81. PTC drivers who pick up people off-app (not using the app to schedule rides) are not insured at all.
82. Since Uber became available in the city, I no longer use taxis. The reason is straightforward: Uber consistently provides a much higher level of service compared to taxis. How can the city improve the quality of taxi services to compete with Uber?