

Vehicle-for-Hire Public and Stakeholder Consultation

Virtual Public Town Hall Meeting:

June 12, 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)
- 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 12, 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 **92** people attended the event, representing a diversity of public and industry interests on vehicle-for-hire (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;

- 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*. *Appendix B* includes a list of all organizations with a representative in attendance. This list only includes representative that identified themselves during the meeting.

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. Notably, approximately 56% 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.

A majority of those who responded to the first poll worked in the VFH industry, either as drivers or in some other capacity (see Figure 1). The greatest proportion of respondents to the second poll question were neither satisfied nor dissatisfied with on-demand accessible service within Toronto (See Figure 2). Generally, respondents were supportive of both the centralized dispatching service, and a licensing limit on the number of VFH licences that the City of Toronto issues (See Figure 3 and 4).

Figure 1: Who is in the room?

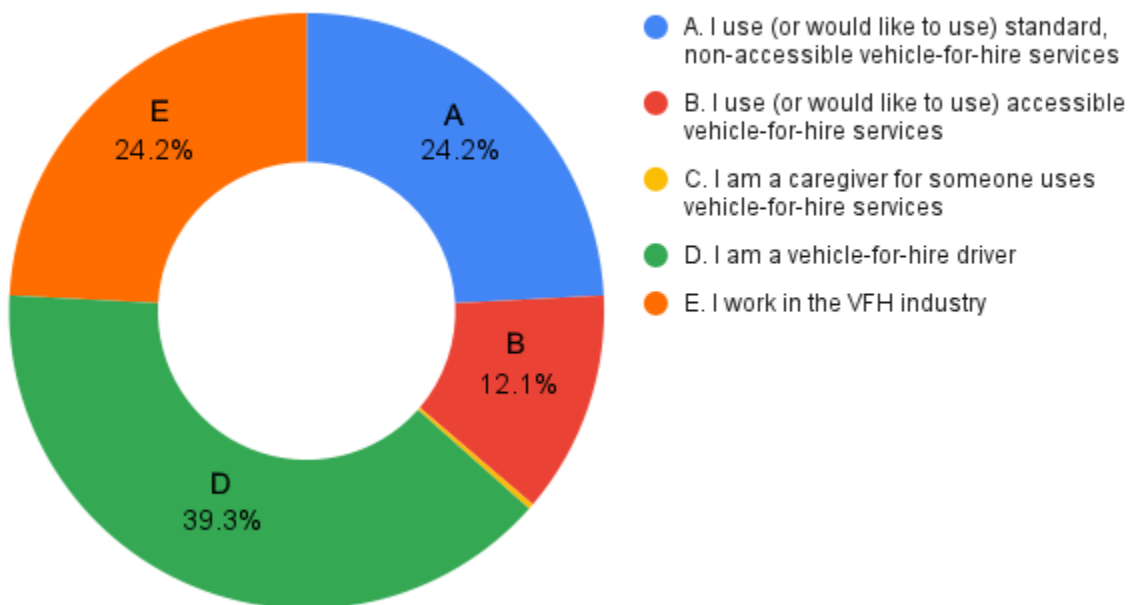


Figure 2: Please indicate your satisfaction with accessible, on-demand vehicle-for-hire services within the City of Toronto.

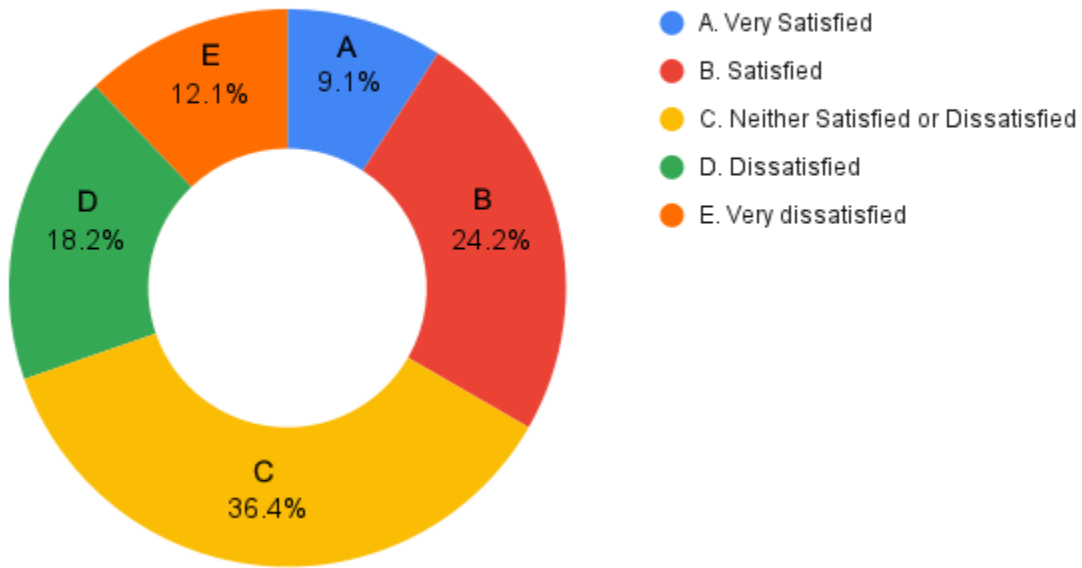


Figure 3: Would you support a centralized dispatch service?

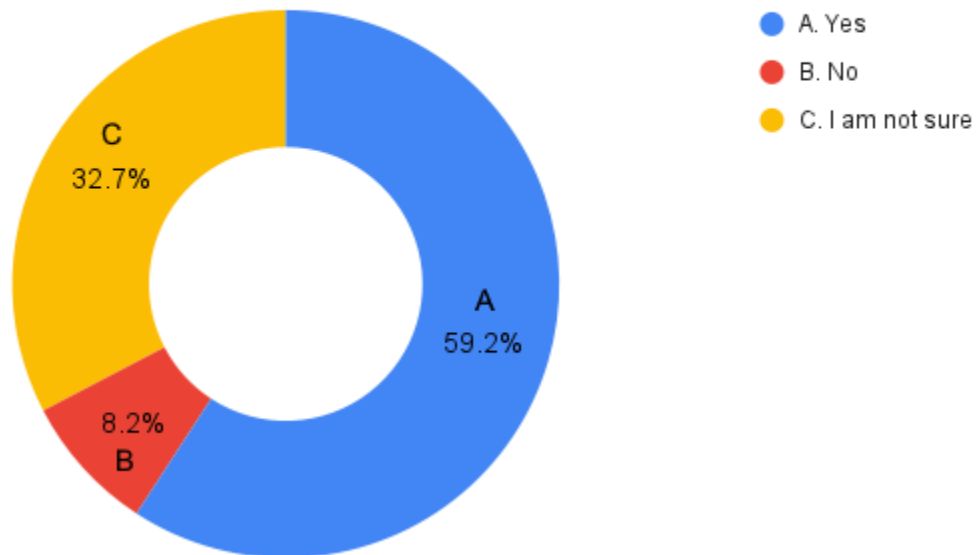
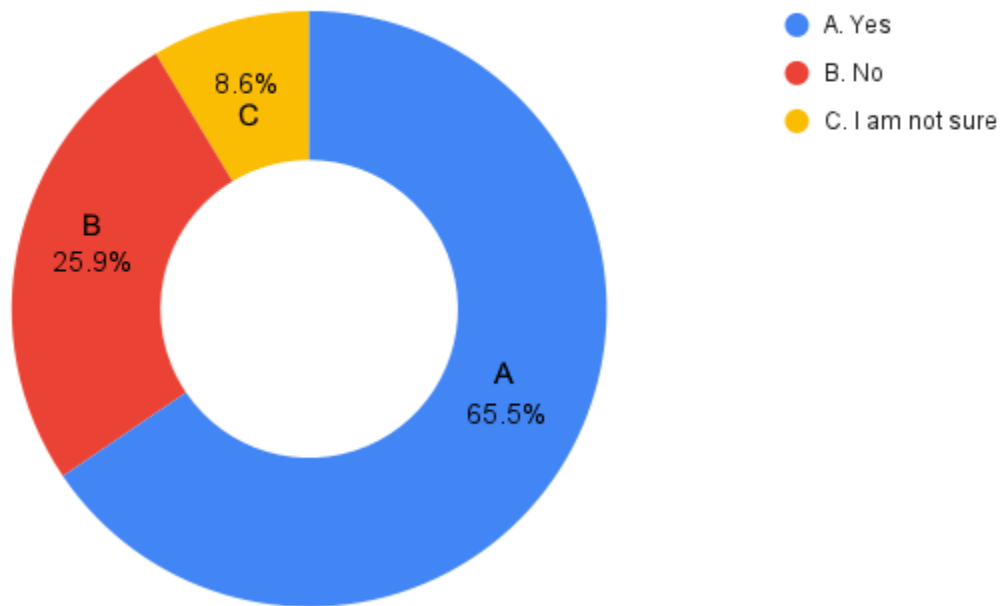


Figure 4: Would you support a licensing limit for VFH?

Thematic Summary

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

- Accessibility
- Licensing Limit
- Driver Wages
- Miscellaneous

75 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.

31 responses were addressed live (those which attendees shared verbally), during the meeting another **44** responses were received via the Q&A box. All **75** 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 **14** comments related to improving accessible vehicle-for-hire service in the city. The following points summarize the key feedback attendees shared.

There are not enough wheelchair-accessible vehicles in operation to meet the needs of the accessibility community for on-demand service. Getting accessible VFH service remains extremely difficult. Frustration was expressed by some attendees regarding the current state of the Accessibility Fund Program (AFP) and its ability to sustain an accessible service within Toronto. Several participants shared that they did not believe the City's proposed updates to the AFP (an upfront grant and per trip incentive) and the introduction of a central dispatching service (CDS) would be sufficient to address the current challenges with on-demand wheelchair accessible vehicle-for-hire service, in particular the number of wheelchair-accessible taxicabs and wait times. One participant felt that the wait time data that the City shared during the presentation did accurately depict the experiences of those within the accessibility community. Additionally, an advocate from the accessibility community shared their view that, while the proposed centralized dispatching service would be an improvement, it would do little to improve service unless there were more accessible cars on the road. They shared a personal experience where they were unable to get a ride to the airport, despite waiting for hours. They added that those with accessibility needs are often left stranded. Other participants brought up London, England as an example of how to successfully provide accessible service because their standard taxicabs are accessible by default.

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 when it comes to the requirement to provide accessible service. There was a perception among some attendees that the City is not enforcing the by-law that requires PTCs to provide accessible service. 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 these standards.

Crossing jurisdictional boundaries makes trips harder for both users of accessible service and VFH drivers. Several participants shared the difficulties that arise when crossing jurisdictional boundaries, namely when leaving the city and entering into another municipality. Two participants complained that, while they could sometimes get an accessible ride out of the city, returning to Toronto from other places in the Greater Toronto Area (GTA) was almost impossible and it was common to get stranded. A PTC driver shared how costly it was for him to drive a passenger to another municipality, since he would then have to drive back to Toronto with an empty car due to not having a licence to operate in the destination city. These participants all expressed a desire for a more unified licensing framework across municipalities, particularly for users and drivers of accessible VFH services who are disproportionately disadvantaged by the current framework for crossing jurisdictional boundaries. City staff responded that, while they recognize how such a change would be helpful, it is out of the City's purview to implement.

Licensing Limit

23 comments made by meeting attendees were categorized as pertaining to a potential licensing limit on vehicles-for-hire in the city. The following points summarize the key feedback attendees shared.

There are currently too many vehicle-for-hire drivers on the road competing for too little work. There was a strong consensus among participants that the City's current approach to licensing was allowing for an oversupply of vehicles-for-hire. Both PTC and taxicab industry members shared how difficult it is to find customers because of the competition from other VFH drivers. No comments were received from VFH users regarding how a reduction in the number of drivers would affect service for them.

PTCs are abusing the current licensing system. Some members of the PTC and taxicab industries felt that Uber and Lyft were intentionally oversaturating the market with drivers in order to drive down wages for all drivers. There were multiple comments that expressed frustration with how PTCs control applications for PTC driver licences.

Taxicabs are not treated fairly under the licensing system in comparison to PTCs. Several participants from the taxicab industry expressed frustration towards the City regarding what they argued was unfair treatment under the by-law. More specifically, participants argued that it was unfair to have PTCs operating without any licensing cap while the taxicab industry has a cap. These participants stated that this has resulted in the loss of business for taxicabs. Additionally, multiple participants shared that they felt that the City by-law favours PTCs when it came to things like insurance and licensing fees and that this is unfair. Participants specifically mentioned that, based on their understanding, PTC drivers pay less insurance and that PTC licensing fees are less. City staff explained that the regulatory framework for licensing is different for PTCs and taxicabs which impacts the licensing fees. As well, City staff clarified that all taxicabs and PTCs have the same insurance requirements under the by-law, however the insurance industry offers different products (with different rates) to each industry. The City is unable to regulate the insurance industry, since this is under Provincial jurisdiction.

A licensing limit should consider new drivers so that all drivers have the same opportunity to participate in the vehicle-for-hire industry. While there was general consensus among participants who shared feedback during the meeting that the current licensing system does not work well for all VFH drivers, some of the participants did raise concerns about how new drivers would be treated if a limit was introduced and no new licences were being issued. These participants emphasized the importance of implementing a limit in a way that ensures all drivers have a fair chance to work or continue working in the industry.

Driver Wages

17 comments made by meeting attendees were categorized as regarding driver wages. The following points summarize the key feedback attendees shared.

Both taxicab and PTC drivers are facing increasing economic hardship due to falling wages and the rising cost of living. Several drivers spoke passionately about their personal financial situations and the difficulties they have in making ends meet. One driver shared they now have to average 94 hours of work per week to provide for their household. Multiple other drivers shared similar stories of frustration and exhaustion.

The City could impact driver wages by implementing a licensing limit. Multiple participants stated that the number of VFH licences that the City issues is a direct contributor to low driver wages. Participants stated that there are more vehicles-for-hire on the road than there is demand for VFH services. There is not enough business to allow the current number of licenced drivers to make a good wage.

PTCs are exploiting their drivers. Several participants shared concerns that PTCs are not paying their workers fairly and demanded that the City prioritize driver well-being over profit for large corporations. Multiple participants accused PTCs of providing misleading information on driver wages to the City and public to absolve themselves of the responsibility to pay their drivers fairly. Participants felt the algorithms that PTCs use promote profit for the corporations at the expense of livable wages for drivers. PTC drivers stated that these corporations are taking a greater cut of their wage making it harder for them to survive.

The City must take some form of action to ensure drivers can make a living wage. Multiple drivers acknowledged that regulating wages fall outside of the City's jurisdiction, however asked that the City seriously consider ways in which they can act to improve driver wages within Toronto. There was a general sentiment of frustration and disappointment with governments at both the Provincial and Municipal level. Multiple people from the PTC and taxicab industries shared that they felt abandoned by the City. Two participants shared their frustration towards the Province, requesting that the City advocate and collaborate with the Province in order to ensure better working conditions for PTC drivers. The City reminded participants that wages are set by the province, but ensured them that they were looking at all of the options at their disposal to improve the working conditions for drivers as part of this review.

Miscellaneous

There is the perception that PTCs are not held to same standards as taxicabs. Some participants asked if PTCs were required to have the same amount of insurance as taxicabs, what the training requirements were for PTCs, and if the process to get a taxicab licence is more rigorous. These participants added that it seems like the requirements and standards for taxicabs are greater than those for PTCs. The City clarified that since 2019 the insurance and training requirements for PTCs and taxicabs have been the same.

There are other changes the City could make (outside of the by-law) to improve day-to-day operations for VFH drivers. Some participants shared ideas for how the City could improve things that would make their job easier. This included addressing the amount of construction and traffic on the Gardiner Expressway, providing more washrooms downtown for drivers, designating specific VFH drop-off areas on streets with bike lanes or streetcars, and increasing the amount of driver training providers.

In addition to the feedback summarized above, there were **10** questions of clarification about City by-laws and the consultation process. There were two questions asked about the data from the City's presentation, three questions about specific City by-laws, and five questions asked about logistical details of the consultation process and how people were informed about this series of consultations. Participants wanted to know when promotion of the event had occurred, what the focus of upcoming consultation events would be, and what email they should send their feedback to. There was also a question about new PTCs, such as HOVR, and whether they would be included in these discussions. The City confirmed that all PTCs are being consulted as part of the engagement process.

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.

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 both the questions and comments read aloud by Natalie Barcellos (lead facilitator, GPA) during the meeting, as well as the questions and comments received via Q&A box that were not read aloud during the meeting due to time constraints. 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. The presentation did not go over what the PTC accessibility requirements are in the by-law. I think that PTC companies are not in compliance with the accessibility by-laws.
 - *Response from City Staff:* Correct. They're not in compliance with the amount of wheelchair accessible service that they should be providing. We want to understand what the challenges are that they're facing so that we can help them meet the requirements. That is a conversation that will be focused on the PTC industry meeting later in June.
2. Would wheel-trans also be an option as the closest ride available for the central dispatching service?
3. Why is the taxi licence fee subsidizing the accessibility fund program? Shouldn't the citizens of Toronto be subsidizing it instead of the drivers? Drivers are already having a hard time making end's meet.
 - *Response from City Staff:* That is something out of the purview of MLS.
4. I represent 1.6 million people in Ontario, representing 20% of the disabled people in Canada. There never seems to be a critical response from government on these issues. We hosted a conference a few months ago where people were stranded for hours, unable to make it to their flights on time. Central dispatch won't work if there are not enough vehicles on the road. The service is so bad that in some instances you can't even call in advance to request a ride for a specific time. The system is completely broken and there needs to be an emphasis on enforcement. The one question I want clarity on is what is the weighting of accessibility versus licensing during this series of consultation?
5. The \$10 per ride incentive for accessibility trips will not be enough, especially during off-peak hours where it is difficult to secure even one ride per hour. Instead, the City should offer incentives for drivers to be available based on pre-planned demand analytics.
6. It's easy for people with disabilities to get stranded in other municipalities. There is a huge gap in accessibility service when it comes to crossing jurisdictions.
 - *Response from City Staff:* Thanks for raising that. If you want to connect offline and come to the focus groups related to accessibility, then please reach out to the City team.

7. My children have been refused accessible service to Mississauga because of jurisdictional headaches. Please find a way to fix this.
8. There should be a single provincial licence. If I want to take a passenger in Niagara, I have to drive back to Toronto empty because I don't have a licence to operate in Niagara.
9. One standard vehicle that could be used for all VFH could greatly results in a more efficient and standardized design, such as it has for the past 23 years in London, England. 100% of their cabs are accessible, which, as I understand it, brings the cost of a vehicle down.
10. What are the consequences for PTCs not meeting the accessibility requirements?
11. Since there are not enough wheelchair accessible vehicle requests to support a driver who drives a wheelchair accessible vehicle, don't you think limiting the number of vehicles for hire will improve the income of drivers that drive a wheelchair accessible vehicle?
12. Will the AFP be available to PTC drivers if they want to provide the service under the PTC companies?
13. What are the consequences for PTCs not meeting the accessibility requirements?
14. Uber has been here for 10+ years and Lyft 6+ years and neither are compliant. It is time to stop being soft on these companies.

Licensing Limit

15. How will Toronto decide what is the appropriate number of VFH?
 - *Response from City Staff:* That's a key question that we're looking at as part of our studies that are ongoing. Ongoing research with Transportation Services will help determine the appropriate number. We will consider this number alongside the feedback we received today.
16. The number of drivers is way too high. There's no money in it anymore because there's too many drivers. PTC drivers need to be prioritized ahead of corporations.
17. To understand the issue of the oversupply of vehicles-for-hire, I think it is important to consider the changes that have occurred since 2016.
18. I have been a PTC driver for the last 8-9 years. Open up the door for experienced drivers to have ownership of their licences. Don't tie it to the companies – we're all frustrated with these platforms.
19. VFH provides an alternative to car ownership for people in Toronto. Lots of Canadians take our services into account as they move away from individual car ownership. First mile and last mile connections make up a lot of VFH trips – it's used to connect to the GO network and get people where they need to go. If we are talking about caps, then

you need to consider all of these things and all of the positives that the VFH industry offers.

20. What is the reason behind the limit on PTCs?
 - *Response from City Staff:* It was a City Council decision.
21. If I am a new driver, how do I get a fair chance at getting a licence under a cap?
22. The average car for VFH costs over \$90,000. When you consider all of the other expenses that are associated - a driver needs to make several hundred dollars per day just to cover the costs. How many rides are really available every day to allow for people to make that kind of money? There are too many people on the road. We do not have enough jobs.
23. The large number of PTC licences compared to the number of ride requests is out of line. Wait times for a driver to get a ride are significantly longer, which is unpaid time for the driver.
24. The number of taxis has always been limited to balance the need for service the city and to fair driver wages.
25. I don't know if a cap on licences will be good or not. There probably needs to be a cap, but ensuring fairness of how licences are distributed is important. How do new drivers get a fair chance at getting a PTC licence under a cap?
26. There was a study done about this topic and that is why Taxis were limited. Why are rideshare companies allowed to flood the market?
27. I am not sure about licence limitations because it's a very complex question. I will respond with more detailed comments later.
28. The City doesn't regulate wages (and drivers don't receive wages from the City) but the City does have the ability to set both rates and supply, which directly impacts compensation. Right now, the way these two things are set keeps drivers in poverty and this is absolutely an artifact of the City's regulations.
29. The province may regulate wages but the current by-laws ensure poverty by allowing PTCs to flood the market.
30. I am extremely surprised that you need to do a study on the number of vehicles. The city has 5,000 taxi plates. To me 65,000 PTC licences seem excessive. It's common sense not rocket science. Why are we only studying this now - 10 years after PTCs have come to the city?
31. The City of Toronto is the reason taxicab owner plates are inactive. They allowed unrestricted amounts of Uber and Lyft drivers.
32. The large number of PTC licences compared to the number of ride requests is out of line. Wait times for a driver to get a ride are significantly longer. This is unpaid time for the driver.

33. PTC companies control the applications for PTC licences.
34. How come the City of Toronto is not supporting taxicab owners? It sounds like the City is favouring Uber and Lyft drivers.
35. All Uber drivers pay for their personal insurance. Uber takes up to 50% per ride all year. They say this is to make up for the difference between their insurance and Taxi commercial insurance.
36. Uber and Lyft drivers are not forced by the City to have expensive insurance. They do not have the same City regulations as taxis do.
37. My question is about insurance and the safety of the passengers in Uber and Lyft. Why aren't Uber drivers paying these insurance fees? How are they regulated?

Driver Wages

38. The problem is that half of a driver's earnings goes to the government and the other half goes to the corporations (PTCs). I did a 2km, 45-minute drive downtown and I made \$5 for that. I have a full-time job, but it is not enough. The people doing Uber and Lyft are doing this out of desperation.
39. Why are driver wages so low?
 - *Response from City Staff:* The province controls minimum wages and determines who is a contractor and other things related to VFH employment. We're trying to collect our own data about wages so we can make better decisions going forward. If you are a PTC driver, please complete the survey asking about your wages. We'll be looking at that and also relying on our academic study to determine solutions going forward.
40. Have you decided how you will measure driver wages? Specifically, P1 time (time that a driver is on the app, available to work, and waiting for an assignment) and time not on a trip.
 - *Response from City Staff:* This will be part of our study and something we are looking into, in partnership with academic researchers. Once we get a better idea of how to track P1 wait times, we will factor this into our strategy regarding driver wages.
41. I have been a Lyft driver since the app became available in Toronto and I am president of an organization that represents drivers. We are the authors of "Legislated Poverty." We were able to show that the narrative around driver wages is not what PTCs say. There is an excess of drivers and the number of requested trips has not returned to pre-pandemic levels. This results in drivers earning well below \$10 per hour. Many of our drivers are operating in the negative. I recognize that the province regulates labour issues and wages. These workers are regulated by the City of Toronto into poverty. If we make a bunch of changes but allow PTCs to flood the roads with more and more drivers, then the system just doesn't work.
42. How will driver perspectives on earnings be include in these studies?

43. Rideshare wages are down significantly due to lower rates per kilometre and time paid to drivers, while cost for riders are higher.
44. Why does the City not regulate wages of drivers like other city councils, e.g. London, England?
45. The City of Toronto is charging taxicab owners to have a licence but the City of Toronto forced owners to go broke while allowing unlimited PTCs. This is discriminatory and taxicab owners should be compensated.
46. For taxicab owners, the wage is zero!
47. The City of Toronto should liaise with the Provincial Ministry of Transportation on why gig workers remuneration (pensions and holiday pay) is delayed.
48. I have been an Uber driver for about 2 years and average about 94 hours of work during the week. I just want to know why we do not have any support from government. Why won't the Provincial Government push Uber and Lyft to give some support for the drivers who work full time?
49. Uber used to take 30% cut what a rider paid, now it is close to 60% or 70%. Lyft Upfront Fares also result in less money to drivers and more to Lyft.
50. How will the narrative that PTCs' put forward on driver earnings impact this study?
51. PTC companies are not operating in a fair manner. Drivers are at their mercy to get anything.
52. Raising minimum per kilometre and per minute regulations from the City would be helpful to address unfair payments/wages to drivers and exploitation of the PTCs.
53. Will the City allow PTCs to deploy "upfront fares" and "upfront pay," allowing algorithms to determine how much a passenger is willing to pay and how little a driver is willing to accept?
54. Given all the exploitation taking place by Uber & Lyft, there are some regulations that the City can impose (i.e. higher per km rates paid to drivers).

Miscellaneous

55. HOVR was missing from the presentation.
56. How did you get the data for the wait times in the presentation? Is the data based on actual results or rider commentary?
 - *Response from City Staff:* The pie chart in the presentation is based on actual results, but we recognize that it might not reflect all the experiences of those who need accessible cabs. We do know that the pie chart isn't the whole picture.

57. Are Uber drivers being charged the same rates for insurance as taxi drivers? As well, when it comes to training how do you know that PTC drivers have done the training? There is a photo required for taxicabs. How many of the 65,000 have actually done training?
- *Response from City Staff:* The by-laws for insurance are the same for both taxicabs and PTCs. The training requirements are also the same.
58. I got my taxi licence in 2007 and the process to get my licence was way more rigorous than the process for PTC drivers to get their licences.
- *Response from City Staff:* Back in 2019, we changed the requirements so that all taxis and PTCs require the same amount of training. Drivers of all types have to be trained on customer service and other key areas.
59. Why weren't these studies done before Uber and Lyft were allowed to operate in the City?
60. Will we be able to read this report before it gets passed?
- *Response from City Staff:* Yes, it will be made publicly available before it goes to council. You can sign up for updates regarding this topic so that you're aware when these things happen.
61. Is there a way to compensate drivers for renting out taxi plates?
62. Are there requirements for vehicle condition?
- *Response from City Staff:* Yes, there are general regulations in the By-law that require the vehicle to be in "clean and in good repair."
63. Uber drivers should be allowed to drive on the King St Pilot project.
64. I do not understand what "accessible" refers to.
65. Why would accessibility be the top inquiry of this meeting? Accessibility should be a separate meeting
66. I am glad you are doing an extensive independent analysis of this topic.
67. I think the province deregulated the intercity bus system [GO] and platform-based ride shares are technological developments that have emerged globally.
68. There are not any washrooms that are prepared for drivers who are driving downtown. I think given the high number of drivers within the Downtown Core the City should have some sort of basic facility for drivers.
69. Who do we send a complaint to for taxi owners to get compensation?
70. The City should relax parking enforcement regulations for vehicles with Uber and Lyft stickers (5 minutes parking limit) just like the taxicabs. I don't drive in downtown Toronto because I cannot even use the washroom for 2 minutes in Tim Hortons.

71. Please do not tell us that you are going to "review", "take it back", " continue to discuss" and "we hear you."
72. PTC companies control this (licensing) and there is no limit!
73. The zero-emissions vehicle requirement was never covered and this was the reason I attended today. Will there be a follow up to get public comment on the zero-emissions vehicle requirement for VFH?
74. There is an issue in Toronto when it comes to picking up riders. Many streets do not allow for any stopping and we are not supposed to block bicycle lanes. On Queen St. and King St. we are not supposed to stop since it could block a streetcar.
75. Why has the City chosen to restrict the number of vehicle-for-hire training providers? We have been asking why training provider applications have not been open for new schools to apply.

Appendix B: Organizations in Attendance

The following organizations had representatives identify themselves during the meeting:

- Rideshare Drivers' Association of Ontario
- Spinal Cord Injury Ontario
- Easter Seals of Ontario