

# AGENDA



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## **PUBLIC VEHICLE ADVISORY COMMITTEE**

THE CORPORATION OF THE CITY OF MISSISSAUGA

**WEDNESDAY, AUGUST 12, 2015 – 10:00 A.M.**

### **COUNCIL CHAMBERS**

#### **SECOND FLOOR, CIVIC CENTRE**

300 CITY CENTRE DRIVE, MISSISSAUGA, ONTARIO, L5B 3C1

<http://www.mississauga.ca/portal/cityhall/publicvehicleadvisory>

#### Members

Councillor Ron Starr, Ward 6 (CHAIR)

Councillor Carolyn Parrish, Ward 5 (VICE-CHAIR)

Al Cormier (Citizen Member)

Vikesh Kohli (Citizen Member)

Rajendra Singh (Citizen Member)

Karam S. Punian (Taxicab Drivers)

Harsimar Singh Sethi (Elected at Large)

Nirmal Singh (Taxicab Owners)

Baljit Singh Pandori (Taxicab Brokerages)

Joshua Zahavy (Limousine Owners)

Contact: Karen Morden, Legislative Coordinator  
Office of the City Clerk 905-615-3200 ext. 5471 Fax 905-615-4181  
[karen.morden@mississauga.ca](mailto:karen.morden@mississauga.ca)

CALL TO ORDER

APPROVAL OF THE AGENDA

DECLARATIONS OF CONFLICT OF INTEREST

PRESENTATIONS

DEPUTATIONS

- A. Chris Schafer, Uber Public Policy Manager – Canada, with respect to Uber operations.

MATTERS TO BE CONSIDERED

1. Minutes of Previous Meeting

- 1.1 Minutes of the Public Vehicle Advisory Committee meeting held on June 16, 2015.

RECOMMEND APPROVAL

2. Changes to the Public Vehicle Licensing By-law 420-04, as amended, for the Licensing of Taxi and Limousine Drivers

Corporate Report dated July 21, 2015 from the Commissioner of Transportation and Works entitled, "Changes to the Public Vehicle Licensing By-law 420-04, as amended, for the Licensing of Taxi and Limousine Drivers".

RECOMMENDATION

1. That the report from the Commissioner, Transportation and Works, dated July 21, 2015 and entitled "Changes to the Public Vehicle Licensing By-law 420-04, as amended, for the Licensing of Taxi and Limousine Drivers", be received.
2. That staff incorporate comments received from the Public Vehicle Advisory Committee and prepare a report to be considered by General Committee on the recommended changes to the requirements for the licensing of taxi and limousine drivers.

3. Engagement of Consulting Services for the Regulation of Taxicab Mobile Applications

Corporate Report dated July 28, 2015 from the Commissioner of Transportation and Works entitled, "Engagement of Consulting Services for the Regulation of Taxicab Mobile Applications".

RECOMMENDATION

That the report from the Commissioner of Transportation and Works, dated July 28, 2015 and entitled, "Engagement of Consulting Services for the Regulation of Taxicab Mobile Applications", be received.

4. Information Items

4.1 Uber Update

Corporate Report dated July 7, 2015 from the City Solicitor entitled, "Uber Update", as presented to Council at their meeting on July 8, 2015.

RECOMMEND RECEIPT

4.2 Change of Inspection Place

Email dated July 24, 2015 from Mohammad Shabbeer, Taxicab Driver with respect to a change of the location for inspections.

RECOMMEND RECEIPT

4.3 Requested Changes to By-law 420-04, as amended

Email dated August 4, 2015 from Mark Sexsmith, All Star Taxi with respect to an amendment to the Public Vehicle Licensing By-law 420-04, as amended regarding the "Definitions and Interpretation" section of the By-law.

RECOMMEND RECEIPT

4.4 Terms of Reference for the Public Vehicle Advisory Committee

Memorandum dated July 8, 2015 from Karen Morden, Legislative Coordinator regarding the Terms of Reference for the Public Vehicle Advisory Committee.

RECOMMEND RECEIPT

4.5 Public Vehicle Advisory Committee - Action List

Updated Public Vehicle Advisory Committee Action List for 2015.

RECOMMEND RECEIPT

OTHER BUSINESS

DATE OF NEXT MEETING

Tuesday, September 22, 2015, 10:00 AM - Council Chambers, Mississauga Civic Centre, 300 City Centre Drive, Mississauga L5B 3C1

ADJOURNMENT

# CHANGING THE WAY MISSISSAUGA MOVES

Chris Schafer, Public Policy Manager, Uber Canada

12/2015

U B E R

chris.schafer@uber.com  
Twitter: @chrisschafer

U B E R

## **Agenda**

PVAC – Council Chambers - Mississauga

- Introduction to Uber and uberX/Ridesharing
- The Uber app
- Uber & Safety
- Impact of Uber: Social, Economic, and Environmental
- Ridesharing Regulatory Principles
- Ridesharing (TNC) Regulation in the U.S.

UBER

U B E R

Uber Today:

330 CITIES

59 COUNTRIES

3,500 EMPLOYEES

BLACK

SUV

TAXI

UBERX

UBERXL

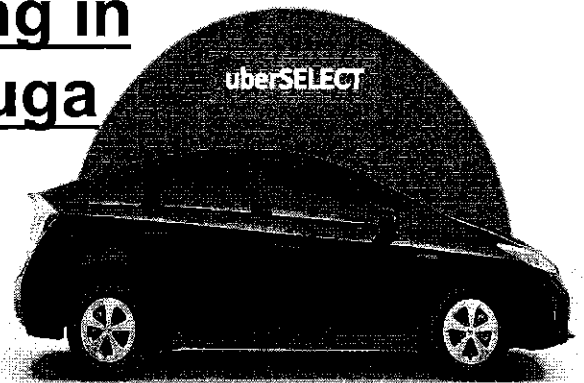
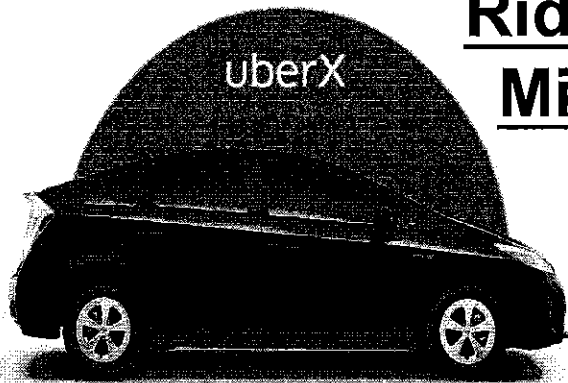
UBERSELECT

ACCESS

EATS

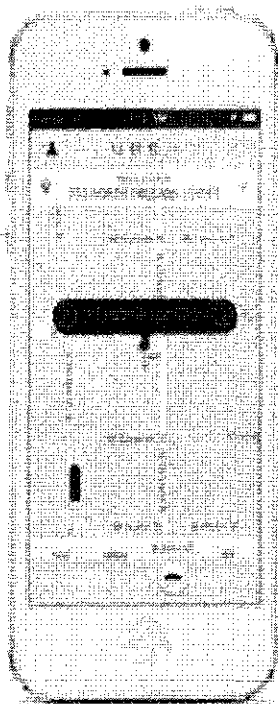
Edmonton | Toronto + GTA + SW Ontario | Ottawa | Montreal | Quebec City | Halifax  
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## Ridesharing in Mississauga

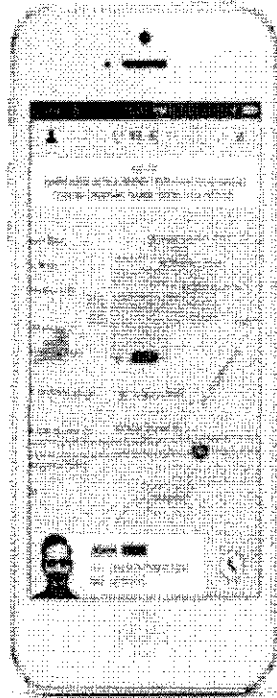


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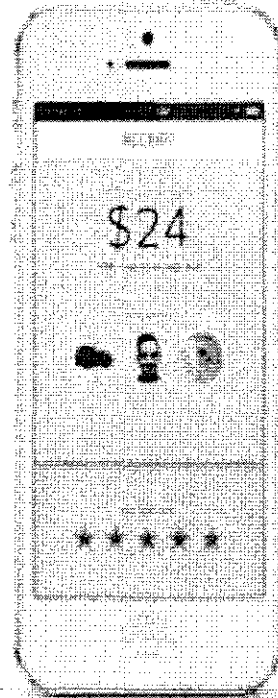




REQUEST



RIDE



RATE

## The Uber App

## **A seamless Rider experience.**

ONE TAP  
TO RIDE

RELIABLE  
PICKUPS

CLEAR  
PRICING

CASHLESS &  
CONVENIENT

FEEDBACK  
MATTERS

SHARE YOUR  
FARE

GO

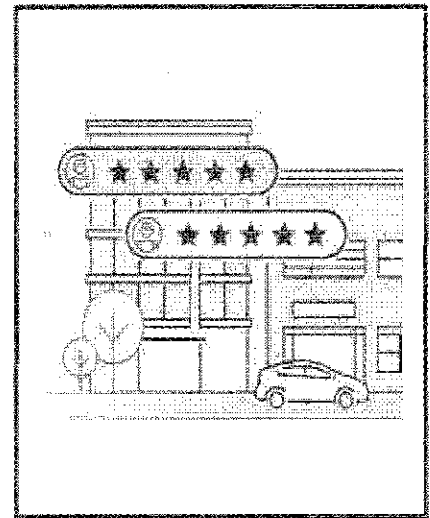
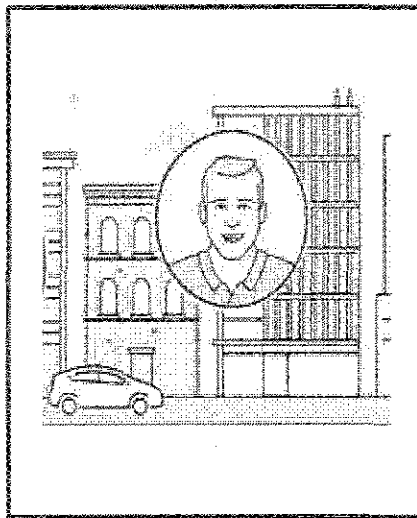
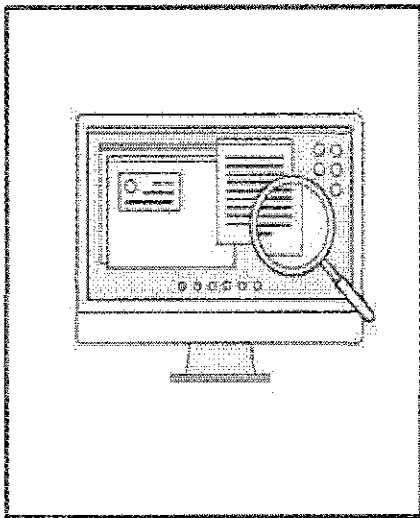


## uberX SAFETY ON DEMAND

CRIMINAL BACKGROUND CHECK	YES
LOCAL POLICE CHECK (RECENT OFFENSES AND CHARGES)	YES
SEXUAL OFFENSES BACKGROUND CHECK	LIFETIME
DUI BACKGROUND CHECK	LIFETIME
TRAFFIC OFFENSE CHECK (SERIOUS ACCIDENTS / RECKLESS DRIVING)	LIFETIME
INSURANCE COVERAGE	\$5 MILLION
NO ANONYMOUS PICKUPS	YES
SHARE YOUR ETA (WITH FRIENDS, FAMILY, COWORKERS)	YES
FEEDBACK REQUESTED AFTER EVERY RIDE	YES
24/7 FEEDBACK REVIEW AND RESPONSE	YES

+ 26 point vehicle  
inspections by certified  
auto mechanics

UBER



BACKGROUND  
CHECKS

NO RANDOM  
PICKUPS

FEEDBACK &  
AVAILABILITY

## SOCIAL IMPACT

- DUI rates decline in uberX cities.
- In several studies cities with Uber see at least a 10% decline in DUI arrest rates.



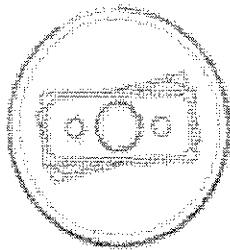
- In California, **drunk-driving crashes fell by 60 per month among drivers under 30** in the markets where Uber operates following the launch of uberX. That's an estimated total of 1,800 crashes prevented since July 2012.
- **78% agree that friends are less likely to drive drunk since the arrival of ridesharing services like Uber to their city** and nearly everyone surveyed — 93% — would recommend their friends take Uber instead of driving if they'd been drinking alcohol.

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## ECONOMIC IMPACT

- On track to generate 15,000 driver jobs through the Uber platform in 2015 in Ontario.
- Providing hundreds of thousands of residents across the GTA with a safe, reliable and affordable transportation option through the Uber app.
- Approximately 30% of Uber trips in Toronto start at or end at an independent business.

## WHY ARE PEOPLE CHOOSING TO DRIVE WITH UBER?



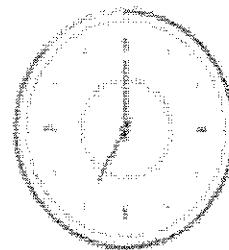
91%

"To earn more income  
to better support myself  
or my family."



85%

"To have more flexibility  
in my schedule and  
balance my work with  
my life and family."



87%

"To be my own boss and  
set my own schedule."



"I was looking for something to supplement my income, that was safe, fun and lucrative. It has helped me to develop more confidence in myself, the power to manage my life is exhilarating! Being able to decide when I work and how much I make, is very empowering and freeing, especially in an industry that is male dominated."

RACHEL / TORONTO, ON

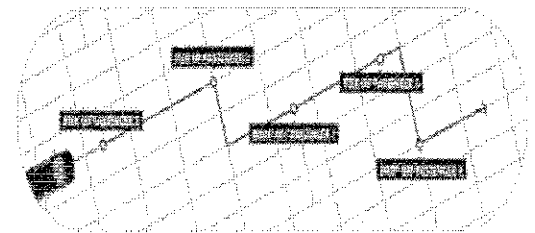
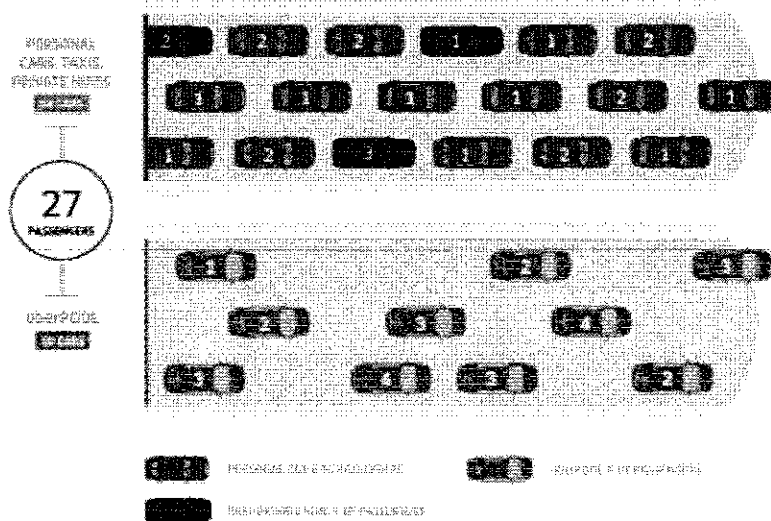
U B E R

## ENVIRONMENTAL IMPACT

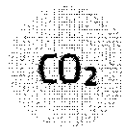
- Sharing rides allows for less cars on the road = car-free and car-light lifestyles = less traffic congestion and pollution
- Uber compliments existing public transit – First KM / Last KM

uberPOOL is more efficient than personal cars or taxis. It can move the same number of people while reducing congestion and cars on the road.

Imagine uberPOOL



LESS CONGESTION



LESS CO2



LESS TIME IN TRAFFIC

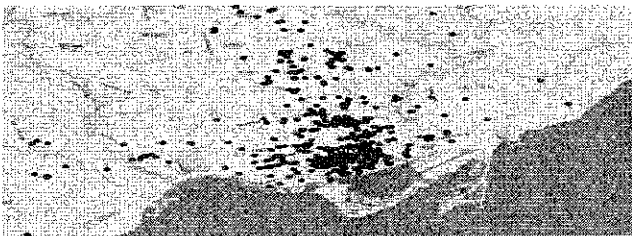


FEWER CARS

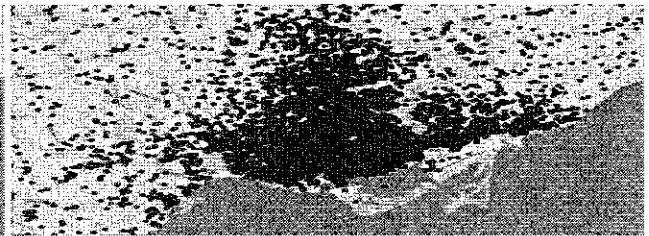
UBER



## UBER COMES TO TORONTO

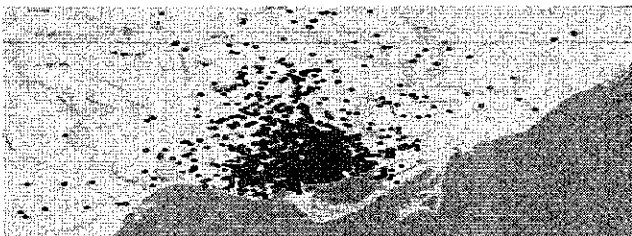


1,182 REQUESTS  
FIRST MONTH OF UBER IN TORONTO  
(FEB5-MAR5)

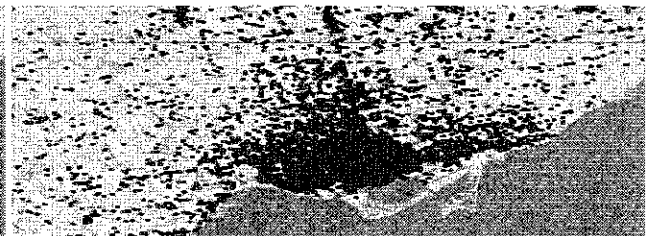


380,607 REQUESTS  
TODAY  
JAN5-FEB5, 2015

## uberX COMES TO TORONTO



4,046 REQUESTS  
FIRST WEEK OF uberX IN TORONTO  
(SEP9-SEP16)



81,123 REQUESTS  
TODAY  
(FEB9-FEB16)

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# Ridesharing Principles

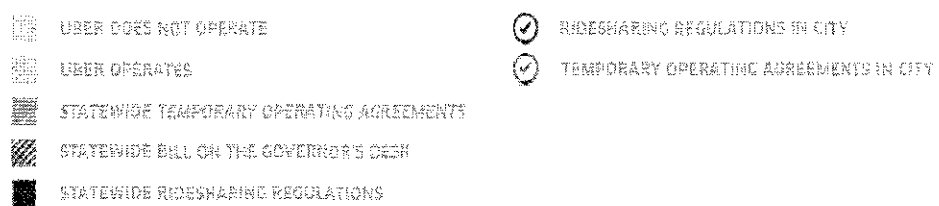
1. Mobile technology powers ridesharing.
2. Ridesharing – part of the sharing economy – creates economic opportunity from existing assets.
3. Ridesharing is not a full-time commercial activity for most drivers.
4. Public Safety is Paramount.
5. Ridesharing does not allow for street hails or anonymous pickups.
6. High quality and standards are enforced through user feedback.
7. Ridesharing removes the need for transactions or cash.
8. Pricing is transparent and responsive.
9. Ridesharing technology companies are licensed.
10. Ridesharing is constantly evolving.

U B E R

# Smart Regulatory Approaches on Ridesharing Principles

Key Principle	Uber Platform
<b>Safety starts by defining who can gain access to the TNC's platform</b>	<ul style="list-style-type: none"> <li>• All uberX drivers must pass <u>stringent background checks</u> that include federal, provincial and local criminal and driving records</li> </ul>
<b>Monitoring and compliance is easier with TNCs</b>	<ul style="list-style-type: none"> <li>• Digital triggers inform partners when a required document is going to expire</li> <li>• Partners with expired documents are automatically taken off the platform and are unable to offer service via the app</li> <li>• Documentation is stored digitally and is easily accessible for regulators to perform audits as appropriate</li> </ul>
<b>Personal vehicles are not commercial</b>	<ul style="list-style-type: none"> <li>• Personal vehicles are primarily used to drive family and friends little more than an hour a day, taxis are driven upto 168 hours a week</li> <li>• A majority of uberX driver partners drive part-time with a significant number driving less than 20 hours per week.</li> <li>• UberX platform requires an annual 26 point vehicle inspection by provincial certified auto-mechanics</li> </ul>

Key Principle	Uber Platform
<b>Vehicle and driver licensing and insurance fall under provincial jurisdiction</b>	<ul style="list-style-type: none"> <li>• Partners are required to hold personal auto-insurance and valid licenses for the vehicles they drive</li> <li>• In addition, every ride on the uberX platform in Canada is backed by \$5,000,000 of contingent auto liability insurance covering bodily injury and property damage</li> </ul>
<b>Flexible supply best meets consumer demand</b>	<ul style="list-style-type: none"> <li>• Traditionally underserved communities get greater access to reliable and affordable transportation. For example, in a mature market like Chicago, <u>four in ten trips begin or end in what the city has deemed to be traditionally underserved neighbourhoods</u></li> <li>• Uber teams track major events and peak demand periods to proactively encourage partners to be on the platform to serve riders.</li> <li>• Dynamic pricing incentivizes partners to drive during demand peaks</li> </ul>
<b>Pricing that is transparent.</b>	<ul style="list-style-type: none"> <li>• The Uber app provides pricing details and has an "estimate your fare" feature which provides full transparency for pricing before taking a trip</li> <li>• When pricing does shift due to increased demand, riders are alerted repeatedly and must confirm acknowledgement of the pricing before requesting a trip, or they can wait and be alerted when pricing reverts</li> </ul>
<b>Cities and TNCs should work together to encourage accessible transportation options</b>	<ul style="list-style-type: none"> <li>• Uber does not own any vehicles but partners with those that do</li> <li>• Uber often partners with existing accessible vehicle providers to put their vehicles on the Uber platform</li> <li>• In other markets Uber contributes to Accessible Vehicle Funds to provide grants to convert private vehicles to WAVs</li> <li>• The app has special features for the deaf and hard of hearing riders and <u>driver partners</u></li> </ul>



U B E R



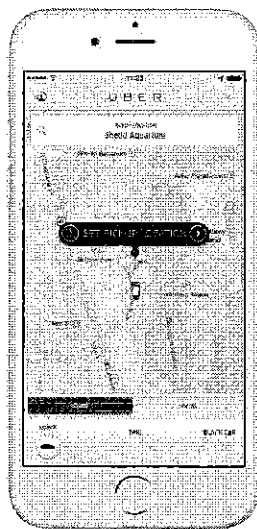
# QUESTIONS

U B E R

# THE BENEFITS OF UBER

Uber is evolving the way the world moves. By seamlessly connecting riders to drivers through our apps, we make cities more accessible—enabling safe, reliable transportation options for riders and flexible economic opportunities for drivers. From our founding in 2009 to our launches in over 320 cities today in 58 countries, Uber's rapidly expanding global presence continues to bring people and their cities closer.

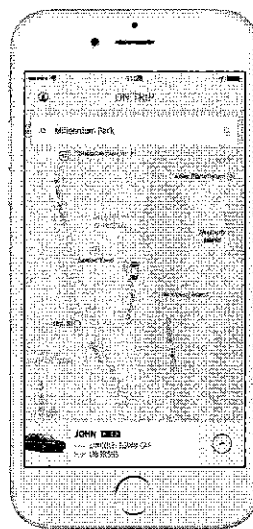
## HOW UBER WORKS. A SNAPSHOT OF THE UBER RIDER APP



1

### REQUEST

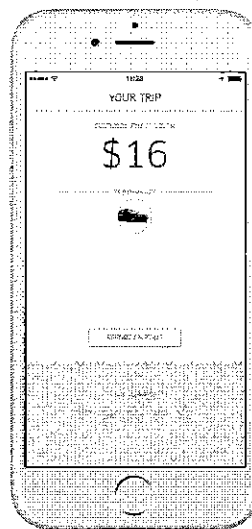
Tap to select pickup location



2

### RIDE

Type in your destination before even entering the vehicle, sit back and relax



3

### RATE

Help us maintain a quality service by rating your experience

## UBER HELPS BUILD STRONG AND SUSTAINABLE COMMUNITIES

Uber is committed to strengthening communities by expanding transportation options, delivering economic opportunities, and allowing innovation to thrive. Uber's ability to ensure a reliable ride also plays a crucial role in reducing drunk driving. As a result, Uber's arrival in a city has been shown to reduce the rate of impaired driving. By partnering with cities, Uber can also help expand the capability to solve problems by leveraging data provided by Uber. The data will provide new insights to help manage urban growth, relieve traffic congestion, expand public transportation, and reduce greenhouse gas emissions.

## BY THE NUMBERS

320

Cities where Uber operates

51

Jurisdictions that have adopted smart, modern regulations for the ridesharing industry

1 Million+

Trips around the world every day

100,000+

Driver jobs being generated by the Uber platform every month globally

< 5 min

Average time for a driver to pickup a rider after receiving a request in a mature market

10%

Reduction in DUIs in Seattle following Uber's entry into the metro area

## UBER MEANS OPTIONS

By connecting users with a safe, reliable ride and with unprecedented accountability and transparency built into the system, Uber has transformed the way users think about their transportation options.

### Safety

With uberX, Uber's ridesharing platform, we are continuing to innovate by introducing safety practices that go above and beyond existing municipal requirements. The screening process we've developed includes both a National Criminal Record Check of federal RCMP databases and searches of local police databases which contain the most comprehensive collection of offence information. Additionally, we screen motor vehicle records for any infractions by type and date, and vehicles are required to undergo a 26 point inspection by a provincially certified mechanic.

From request to drop-off, the Uber experience has been designed from the ground up with safety in mind with features such as driver profiles, cashless transactions, and real-time feedback to ensure full accountability.

Every ride on the uberX platform in Canada is backed by \$5,000,000 of contingent auto liability insurance covering bodily injury and property damage. In the event of an accident during an uberX trip, passengers, pedestrians, other drivers, and the community at large can rest assured knowing that ridesharing partners are well covered by commercial auto insurance in addition to any insurance coverage maintained by the driver. This \$5,000,000 of coverage is more than two times the standard requirement for taxi and limo insurance in all Canadian cities, and is written by an insurance company rated A (Excellent) AM Best rating.

### Reliability

Uber was founded with the goal of ensuring a reliable ride, wherever and whenever. The GPS-based dispatch simply connects the nearest driver with the requesting rider. Uber's reliability ensures all riders have access to a safe, affordable ride, including those in neighborhoods traditionally underserved by existing transportation options.

### Hassle-Free

Riding with Uber is a hassle-free experience. The app automatically pinpoints your location to provide true door-to-door service, ensuring safe pick-ups instead of waiting on a dark street corner for a ride. At the end of every trip, the credit card on file is automatically charged for a truly cashless experience, and riders receive a detailed email receipt with the trip route and a breakdown of the fare.

## UBER CREATES OPPORTUNITY FOR DRIVER-PARTNERS

### Significant Economic Impact

Uber's lead generation technology facilitates a powerful entrepreneurial opportunity for drivers, with greater flexibility than any other option available. Uber is always adding new ways to enhance driver opportunity, including access to vehicle financing, in-person driver support centers, and city teams dedicated to building demand and maximizing efficiency to reduce downtime between trips.

### Safe and Respectful Work Environment

Similar to riders, Uber driver-partners benefit from the increased safety and accountability features the technology provides. Fares are charged automatically to the rider's credit card, so drivers never have to deal with the risk or hassle of carrying cash and making change. Drivers rate riders, too—the anonymous feedback system ensures a culture of accountability that goes both ways.

### Flexible Schedule

Drivers benefit from the enhanced flexibility of partnering with Uber by choosing their own hours and creating their own schedule. A driver can start or stop working simply by signing in or out of the app. Driver-partners have the ability to grow successful small businesses or supplement their income with the freedom, flexibility, and economic opportunity afforded by the Uber platform.



U B E R

## OUR PROMISE SAFETY FROM START TO FINISH

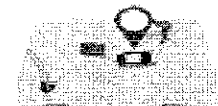
As we prepare for another busy year, we'd like to remind you of our promise: From the moment you go online through your last trip of the day, we're committed to making Uber safe for you and your riders.

### HERE'S HOW



#### NOBODY'S A STRANGER

Uber is a two-way street. You'll see your rider's name before they hop in and they'll see your name, photo, and vehicle information. These details are also available on rider trip receipts and on your partner dashboard.



#### YOU'RE ALWAYS ON THE MAP

We collect information about your trips, so if anything goes wrong, we can easily determine when and where it happened and make this information available to police and law enforcement when necessary.



#### RISK-FREE TRANSACTIONS

Uber is cashless, so you never need to worry about driving with money in your car, and you're assured payment for every single trip.



#### ZERO TOLERANCE

If there's ever an issue or incident, our local support teams have your back. We take inappropriate behavior seriously and will immediately and permanently remove anyone—rider or driver—who behaves inappropriately on the system.

Not only do these policies keep you safe, they protect your business and reputation, and the great service you provide every day.

If you have any questions or suggestions about how we can continue improving safety, email us at [safety@uber.com](mailto:safety@uber.com).

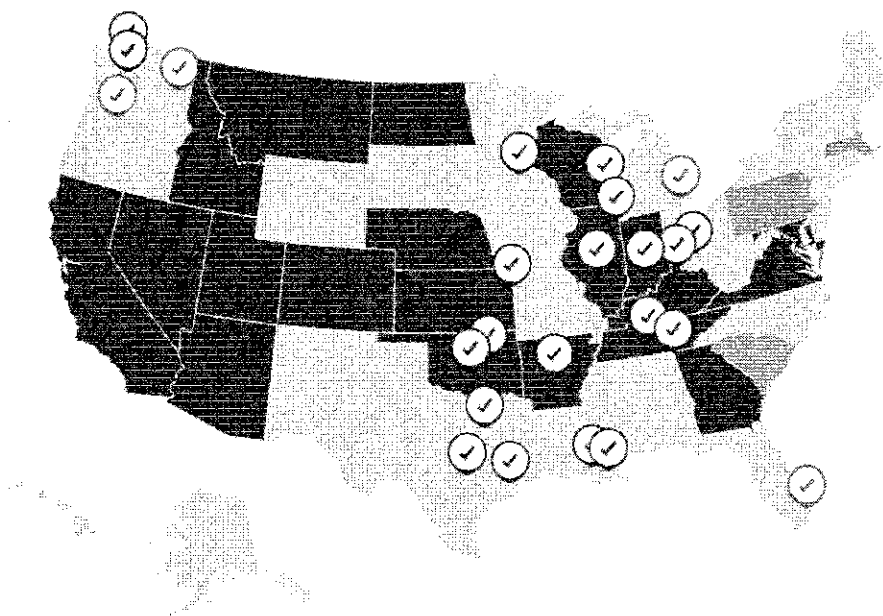
— The Uber Team

FOLLOW US ON



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Nearly 1M people have signed petitions supporting ridesharing in their cities.



- |     |  |   |  |
|-----|--|---|--|
| THE | DEEN DOES NOT OPERATE                    | ✓ | RIDESHARING REGULATIONS IN CITY        |
| THE | UPPER OPERATES                           | ✓ | TEMPORARY OPERATING AGREEMENTS IN CITY |
| THE | STATEWIDE TEMPORARY OPERATING AGREEMENTS |   |  |
| THE | STATEWIDE BILL ON THE GOVERNOR'S DESK    |   |  |
| THE | STATEWIDE RIDESHARING REGULATIONS        |   |  |

## RIDESHARING REGULATIONS

COLORADO	HOUSTON	LITTLE ROCK	VANCOUVER	NORTH DAKOTA	TENNESSEE
4.28.2014	5.5.2014	11.18.2014	2.26.2015	4.14.2015	5.20.2015
CHICAGO	TULSA	DALLAS	KENTUCKY	KANSAS CITY	KANSAS
5.28.2014	8.28.2014	12.5.2014	3.15.2015	4.23.2015	5.22.2015
BATON ROUGE	CALIFORNIA	NASHVILLE	UTAH	WISCONSIN	BLOOMINGTON
8.25.2014	8.28.2014	12.16.2014	4.1.2015	5.1.2015	5.26.2015
SEATTLE	AUSTIN	CHATTANOOGA	ARKANSAS	INDIANA	NEBRASKA
7.14.2014	10.16.2014	1.6.2015	4.6.2015	5.5.2015	5.27.2015
MINNEAPOLIS	OKLAHOMA CITY	SPRINGFIELD, IL	IDAHO	GEORGIA	NEVADA
7.18.2014	10.21.2014	1.6.2015	4.7.2015	5.6.2015	5.29.2015
COLUMBUS, OH	DC	ILLINOIS	NEW ORLEANS	OKLAHOMA	
7.21.2014	10.26.2014	1.12.2015	4.9.2015	5.8.2015	
MILWAUKEE	CINCINNATI	VIRGINIA	ARIZONA	MARYLAND	
7.22.2014	10.29.2014	2.17.2015	4.10.2015	5.12.2015	

## TEMPORARY OPERATING AGREEMENTS

DETROIT      MASSACHUSETTS      PALM BEACH      PENNSYLVANIA      PORTLAND      SOUTH CAROLINA

SPokane

1/6/2015

The Competition Advocate - Competition Bureau



Government  
of Canada

Gouvernement  
du Canada

Canada

## Competition Bureau

Home > By Topic > Advocacy

*by the Competition Promotion Branch*



### Taxi industry's emerging digital dispatch services

**OTTAWA, November 25, 2014** — In recent years, the taxi industry has witnessed the emergence of innovative business models that make use of software applications to efficiently connect passengers with available drivers. These services, known as digital dispatch services, allow customers to use their smartphones to locate nearby drivers, conveniently order their services, and arrange payment.

The Competition Bureau is of the view that these innovative business models have the potential to offer important benefits to consumers through more competition, including lower prices, greater convenience and better service quality for a variety of reasons:

First, digital dispatch services offer an innovative and convenient alternative to traditional methods of arranging urban transportation, such as hailing a taxicab on the street or phoning a traditional dispatcher. This is very convenient for consumers.

In addition, many of the new emerging software applications offer additional features, including payment options and Global Positioning System technology to allow consumers to identify nearby available vehicles and tailor their requests accordingly. While early digital dispatch services generally connected passengers to licensed taxicab drivers, some applications are now facilitating "ride sharing" services that connect passengers to private drivers that wish to offer transport services. These innovative applications benefit consumers in the form of greater convenience and better service quality.

The Bureau is aware that many local municipalities have raised concerns that providers of digital dispatch services, as well as the drivers that use these services, may not be in compliance with local regulations and licensing requirements that govern transportation service providers. For example, the cities of Montreal, Calgary and Vancouver recently disallowed ridesharing services, and other municipalities including the cities of Ottawa and Toronto have taken enforcement action against providers of digital dispatch services. The Bureau believes municipalities

<http://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/03842.html>

1/3

should consider whether prohibitions on digital dispatch services and ridesharing applications are necessary and explore whether less restrictive regulations could adequately address their concerns.

In addition, many stakeholders have also raised concerns about consumer protection issues, including safety and privacy concerns. While the Bureau is not well-placed to assess safety concerns, which may well be legitimate, we are able to highlight to regulators what they give up in terms of reduced competition when these innovative offerings are prohibited. In addition, such regulations should be no broader than what is reasonably necessary to achieve consumer protection objectives.

Over the years, the Bureau has received numerous complaints concerning the taxi industry, including would-be drivers being unable to obtain plates, drivers being forced to deal exclusively with one dispatcher, and service complaints concerning wait times and prices.

The Bureau understands that innovation can be disruptive to existing industries. Recent examples include the real estate and banking industries. However, in order to be successful, not only must the innovators have courage, vision, drive and patience, but markets must be receptive to those efforts.

While urban transportation services that use passenger motor vehicles, including taxicabs, have traditionally been closely regulated by municipalities, the many concerns expressed by municipalities, stakeholders and consumers highlight the importance of ensuring that those responsible for the regulatory oversight over licensing and other relevant competitive factors properly consider the impact their rules and policies have on competition and ultimately, on the prices, choices, and service quality available to consumers.

For more information, please read the **submission the Bureau made to the City of Toronto's Taxicab Industry Review** in February 2014.

The Competition Bureau, as an independent law enforcement agency, ensures that Canadian businesses and consumers prosper in a competitive and innovative marketplace.

### Quick Facts

- As part of its mandate, the Bureau participates in a wide range of activities to promote and advocate the benefits of a competitive marketplace, both in Canada and abroad.
- Greater competition generally leads to lower prices for consumers, as well as more consumer choice, a wider range of service options and increased innovation.

### Associated Link

- **Submission by the Commissioner of Competition Provided to the City of Toronto Taxicab Industry Review**

*The Competition Advocate* is published by the Competition Bureau's Competition Promotion Branch. It is published periodically and offers the Bureau's views on industries that may benefit from increased competition.

# IN THEIR OWN WORDS

PARTNERS FROM ACROSS THE COUNTRY SHARE THEIR EXPERIENCE

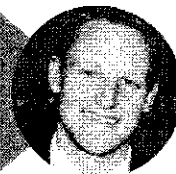


"My father drove taxi for over 48 years in Ottawa. Turns out the acorn doesn't fall far from the tree, as my father loved his work, I as well truly enjoy meeting people, talking to them and providing a valuable service to them. What I love about Uber is that the system is simply the best system I have ever seen when it comes to a driving service, it is nice to be a part of."

**JEFF / OTTAWA, ON**

"I am a recent Business Administration graduate, passionate about helping people live easier lives. Which is why professionally I work with LegalShield. I've connected with so many awesome Torontonians and I now know my way around the city a lot more effectively. Everyone I talk to loves it and is comfortable using the uber platform."

**JAMES / TORONTO, ON**



"Currently I am a full-time Medical laboratory technician/assistant. I started working as an uberX driver from day one in Edmonton. I think uberX is the future of how taxis would be defined and used. I just wanted to be part of new beginning in our city to provide excellent reliable alternative transport option to the public."

**ABDIREZAK / EDMONTON, AB**

"I was looking for something that would allow me to earn money, interact with people and fill in spaces in my day that would feel rewarding and give me joy. I also did not want to put myself on someone else's schedule. I want to have the freedom to take off and travel, do what I want to do, when I want to do it! Uber is that for me!"

**ESTHER / TORONTO, ON**



"I was looking for something to supplement my income, that was safe, fun and lucrative. It has helped me to develop more confidence in myself, the power to manage my life is exhilarating! Being able to decide when I work and how much I make, is very empowering and freeing, especially in an industry that is male dominated."

**RACHEL / TORONTO, ON**

"When I lost my job in November I was really panicking about my loss of stability and excited that to have an opportunity to pursue my dreams more seriously. Driving for Uber was the final thing that convinced me that I could be the master of my own destiny."

**RYAN / EDMONTON, AB**



"The Canadian Armed Forces has always bestowed teamwork amongst us. I am honoured to be connected to the True Patriot Love foundation. Canada is a huge country and I understand how important it is for people to move around. I am privileged that I can help my fellow Canadians (and tourists alike) get around. It's with great pride that I was able to serve my country in uniform and now, with uberFORCES. Go Canada—Go Uber!"

**GLEN / OTTAWA, ON**

AN ACT concerning regulation.

**Be it enacted by the People of the State of Illinois,  
represented in the General Assembly:**

Section 1. Short title. This Act may be cited as the  
Transportation Network Providers Act.

Section 5. Definitions.

"Transportation network company" or "TNC" means an entity operating in this State that uses a digital network or software application service to connect passengers to transportation network company services provided by transportation network company drivers. A TNC is not deemed to own, control, operate, or manage the vehicles used by TNC drivers, and is not a taxicab association or a for-hire vehicle owner.

"Transportation network company driver" or "TNC driver" means an individual who operates a motor vehicle that is:

- (1) owned, leased, or otherwise authorized for use by the individual;
  - (2) not a taxicab or for-hire public passenger vehicle;
- and
- (3) used to provide transportation network company services.

"Transportation network company services" or "TNC services" means transportation of a passenger between points

chosen by the passenger and prearranged with a TNC driver through the use of a TNC digital network or software application. TNC services shall begin when a TNC driver accepts a request for transportation received through the TNC's digital network or software application service, continue while the TNC driver transports the passenger in the TNC driver's vehicle, and end when the passenger exits the TNC driver's vehicle. TNC service is not a taxicab, for-hire vehicle, or street hail service.

Section 10. Insurance.

(a) Transportation network companies and participating TNC drivers shall comply with the automobile liability insurance requirements of this Section as required.

(b) The following automobile liability insurance requirements shall apply from the moment a participating TNC driver logs on to the transportation network company's digital network or software application until the TNC driver accepts a request to transport a passenger, and from the moment the TNC driver completes the transaction on the digital network or software application or the ride is complete, whichever is later, until the TNC driver either accepts another ride request on the digital network or software application or logs off the digital network or software application:

(1) Automobile liability insurance shall be in the amount of at least \$50,000 for death and personal injury

per person, \$100,000 for death and personal injury per incident, and \$25,000 for property damage.

(2) Contingent automobile liability insurance in the amounts required in paragraph (1) of this subsection (b) shall be maintained by a transportation network company and provide coverage in the event a participating TNC driver's own automobile liability policy excludes coverage according to its policy terms or does not provide at least the limits of coverage required in paragraph (1) of this subsection (b).

(c) The following automobile liability insurance requirements shall apply from the moment a TNC driver accepts a ride request on the transportation network company's digital network or software application until the TNC driver completes the transaction on the digital network or software application or until the ride is complete, whichever is later:

(1) Automobile liability insurance shall be primary and in the amount of \$1,000,000 for death, personal injury, and property damage. The requirements for the coverage required by this paragraph (1) may be satisfied by any of the following:

(A) automobile liability insurance maintained by a participating TNC driver;

(B) automobile liability company insurance maintained by a transportation network company; or

(C) any combination of subparagraphs (A) and (B).



(2) Insurance coverage provided under this subsection (c) shall also provide for uninsured motorist coverage and underinsured motorist coverage in the amount of \$50,000 from the moment a passenger enters the vehicle of a participating TNC driver until the passenger exits the vehicle.

(3) The insurer, in the case of insurance coverage provided under this subsection (c), shall have the duty to defend and indemnify the insured.

(4) Coverage under an automobile liability insurance policy required under this subsection (c) shall not be dependent on a personal automobile insurance policy first denying a claim nor shall a personal automobile insurance policy be required to first deny a claim.

(d) In every instance when automobile liability insurance maintained by a participating TNC driver to fulfill the insurance obligations of this Section has lapsed or ceased to exist, the transportation network company shall provide the coverage required by this Section beginning with the first dollar of a claim.

(e) This Section shall not limit the liability of a transportation network company arising out of an automobile accident involving a participating TNC driver in any action for damages against a transportation network company for an amount above the required insurance coverage.

(f) The transportation network company shall disclose in

writing to TNC drivers, as part of its agreement with those TNC drivers, the following:

(1) the insurance coverage and limits of liability that the transportation network company provides while the TNC driver uses a vehicle in connection with a transportation network company's digital network or software application; and

(2) that the TNC driver's own insurance policy may not provide coverage while the TNC driver uses a vehicle in connection with a transportation network company digital network depending on its terms.

(g) An insurance policy required by this Section may be placed with an admitted Illinois insurer, or with an authorized surplus line insurer under Section 445 of the Illinois Insurance Code; and is not subject to any restriction or limitation on the issuance of a policy contained in Section 445a of the Illinois Insurance Code.

(h) Any insurance policy required by this Section shall satisfy the financial responsibility requirement for a motor vehicle under Sections 7-203 and 7-601 of the Illinois Vehicle Code.

#### Section 15. Driver requirements.

(a) Prior to permitting an individual to act as a TNC driver on its digital platform, the TNC shall:

(1) require the individual to submit an application to

the TNC, which includes information regarding his or her address, age, driver's license, driving history, motor vehicle registration, automobile liability insurance, and other information required by the TNC;

(2) conduct, or have a third party conduct, a local and national criminal history background check for each individual applicant that shall include:

(A) Multi-State or Multi-Jurisdictional Criminal Records Locator or other similar commercial nationwide database with validation (primary source search); and

(B) National Sex Offenders Registry database; and

(3) obtain and review a driving history research report for the individual.

(b) The TNC shall not permit an individual to act as a TNC driver on its digital platform who:

(1) has had more than 3 moving violations in the prior three-year period, or one major violation in the prior three-year period including, but not limited to, attempting to evade the police, reckless driving, or driving on a suspended or revoked license;

(2) has been convicted, within the past 7 years, of driving under the influence of drugs or alcohol, fraud, sexual offenses, use of a motor vehicle to commit a felony, a crime involving property damage, or theft, acts of violence, or acts of terror;

(3) is a match in the National Sex Offenders Registry

database;

(4) does not possess a valid driver's license;

(5) does not possess proof of registration for the motor vehicle used to provide TNC services;

(6) does not possess proof of automobile liability insurance for the motor vehicle used to provide TNC services; or

(7) is under 19 years of age.

Section 20. Non-discrimination.

(a) The TNC shall adopt and notify TNC drivers of a policy of non-discrimination on the basis of destination, race, color, national origin, religious belief or affiliation, sex, disability, age, sexual orientation, or gender identity with respect to passengers and potential passengers.

(b) TNC drivers shall comply with all applicable laws regarding non-discrimination against passengers or potential passengers on the basis of destination, race, color, national origin, religious belief or affiliation, sex, disability, age, sexual orientation, or gender identity.

(c) TNC drivers shall comply with all applicable laws relating to accommodation of service animals.

(d) A TNC shall not impose additional charges for providing services to persons with physical disabilities because of those disabilities.

(e) A TNC shall provide passengers an opportunity to

indicate whether they require a wheelchair accessible vehicle. If a TNC cannot arrange wheelchair-accessible TNC service in any instance, it shall direct the passenger to an alternate provider of wheelchair-accessible service, if available.

(f) If a unit of local government has requirements for licensed chauffeurs not to discriminate in providing service in under-served areas, TNC drivers participating in TNC services within that unit of local government shall be subject to the same non-discrimination requirements for providing service in under-served areas.

Section 25. Safety.

(a) The TNC shall implement a zero tolerance policy on the use of drugs or alcohol while a TNC driver is providing TNC services or is logged into the TNC's digital network but is not providing TNC services.

(b) The TNC shall provide notice of the zero tolerance policy on its website, as well as procedures to report a complaint about a driver with whom a passenger was matched and whom the passenger reasonably suspects was under the influence of drugs or alcohol during the course of the trip.

(c) Upon receipt of a passenger's complaint alleging a violation of the zero tolerance policy, the TNC shall immediately suspend the TNC driver's access to the TNC's digital platform, and shall conduct an investigation into the reported incident. The suspension shall last the duration of

the investigation.

(d) The TNC shall require that any motor vehicle that a TNC driver will use to provide TNC services meets vehicle safety and emissions requirements for a private motor vehicle in this State.

(e) TNCs or TNC drivers are not common carriers, contract carriers or motor carriers, as defined by applicable State law, nor do they provide taxicab or for-hire vehicle service.

Section 30. Operational.

(a) A TNC may charge a fare for the services provided to passengers; provided that, if a fare is charged, the TNC shall disclose to passengers the fare calculation method on its website or within the software application service.

(b) The TNC shall provide passengers with the applicable rates being charged and the option to receive an estimated fare before the passenger enters the TNC driver's vehicle.

(c) The TNC's software application or website shall display a picture of the TNC driver, and the license plate number of the motor vehicle utilized for providing the TNC service before the passenger enters the TNC driver's vehicle.

(d) Within a reasonable period of time following the completion of a trip, a TNC shall transmit an electronic receipt to the passenger that lists:

- (1) the origin and destination of the trip;
- (2) the total time and distance of the trip; and

(3) an itemization of the total fare paid, if any.

(e) Dispatches for TNC services shall be made only to eligible TNC drivers under Section 15 of this Act who are properly licensed under State law and local ordinances addressing these drivers if applicable.

(f) A taxicab may accept a request for transportation received through a TNC's digital network or software application service, and may charge a fare for those services that is similar to those charged by a TNC.

Section 35. The Ridesharing Arrangements Act is amended by changing Section 2 as follows:

(625 ILCS 30/2) (from Ch. 95 1/2, par. 902)

Sec. 2. (a) "Ridesharing arrangement" means the transportation by motor vehicle of not more than 16 persons (including the driver):

(1) for purposes incidental to another purpose of the driver, for which no fee is charged or paid except to reimburse the driver or owner of the vehicle for his operating expenses on a nonprofit basis; or

(2) when such persons are travelling between their homes and their places of employment, or places reasonably convenient thereto, for which (i) no fee is charged or paid except to reimburse the driver or owner of the vehicle for his operating expenses on a nonprofit basis, or (ii) a fee is charged in

Public Act 098-1173

SB2774 Enrolled

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accordance with the provisions of Section 6 of this Act.

(b) "For-profit ridesharing arrangement" means a ridesharing arrangement for which a fee is charged in accordance with Section 6 of this Act, and does not include transportation network company services under the Transportation Network Providers Act.

(Source: P.A. 83-1091.)



## Uber Accessibility Guide

Uber is committed to making a universally accessible app. Our technology has allowed us to tremendously increase mobility for our riders with disabilities, and we continue to work hard on features to accommodate all riders' needs. We use all available resources to make this the most user-friendly product to those with disabilities. Click on the links below to use this guide and learn about the ways that Uber fully serves the disability community.

[Vision Impaired](#)

[Hard of Hearing](#)

[Physical Disabilities](#)

### Vision Impaired

With VoiceOver iOS compatibility, the Uber app provides a safe transportation option for the visually impaired community that is adaptable to their needs. Riders can enable VoiceOver by going to their iPhone's General Settings and tapping the Accessibility tab. VoiceOver can be used in connection with a wireless braille display, and is available in all Uber cities and languages. VoiceOver helps users navigate the iPhone, even when they can't see the screen. Touch the screen to hear what is under your finger, and use swiping and tapping gestures to control your apps. When a user touches the screen, a description of the button selected is read aloud.

For more information, see Apple's website [here](#).

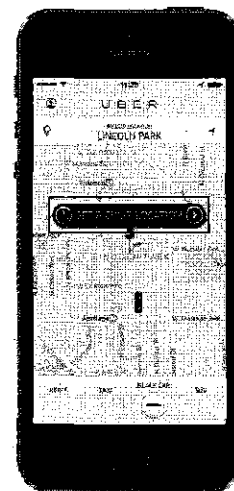
### Using the Uber app with VoiceOver

#### To open the Uber app

- Drag the selection button to the Uber icon, followed by a double tap to open the app.

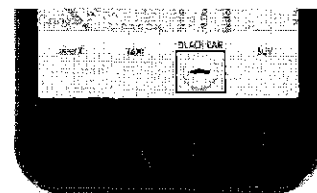
#### Setting your pickup location

- Once you open the app, the button selected will be "Set Pickup Location." The black line indicated on the right shows the button selected using VoiceOver.
- To manually input your pickup location, swipe up and for the button to select the pickup location search field. Double tap the pickup location search field.
- In the search field, you can use Siri dictation to input your location, or type manually.



#### Selecting a vehicle

- After setting your pickup location and going back to the request screen, swipe down to select a vehicle.
- Once the button selected is the vehicle of your choice, double tap to hear ETA, minimum fare, and maximum number of passengers.
- Swipe up to hear rates. These rates will reflect the surge multiplier at the time.
- To return to the pickup screen, swipe to the cancel button.



#### Requesting a ride

- Double tap the "Set Pickup Location" button to request a ride.
- This will lead you to the confirmation screen. Swipe down to change your payment type, get a fare quote, or enter a promotion code.
- Swipe down again to request your ride.

# UBER

## Trip Actions Menu

- After your driver is assigned, swipe down on the screen to hear his name, rating, and vehicle information.
- Swipe to the trip actions menu to split a fare, share your ETA with a friend, contact your driver, change your payment type, or cancel the trip.
  - Split a fare: Tap the "Split Fare" button. Your contacts list will populate, and you can use Siri dictation or manually type in a friend's name to split a fare.
  - Share ETA: Tap the "Share ETA" button. Enter your drop off location in the search field using Siri dictation or typing manually. Uber will create a new text message for you to send to a friend.
  - Contact driver: Tap the "Contact Driver" button. Swipe the button to "Call Driver" or "Message Driver," and double tap to proceed.
  - Change payment: Tap the "Change Payment" button. Swipe down to select the correct credit card to charge, and double tap to confirm. To turn Uber credits on or off, double tap to slide the credits bar.
  - Cancel trip: Tap the "Cancel Trip" button. Swipe to "yes" or "no" to confirm you'd like to cancel your ride. Double tap to proceed.

## Pickup

- By contacting your driver through the trip actions menu, you can get verbal confirmation that the driver will pick you up in the location indicated.
- You will receive a push notification that your driver has arrived. With VoiceOver enabled, this notification will be read aloud.

## After your ride

- Once your driver ends your trip, a screen will display in your app to rate your driver on a scale from one to five stars. Swipe the button in VoiceOver from left to right to indicate how many stars you want to rate your driver.
- Swipe down after selecting your driver's rating, and opt into leaving feedback. If you select "Leave Feedback" and double tap, you will be lead to a screen to use Siri dictation or type feedback about your ride. After adding your feedback, swipe up to select an issue type:
  - Arrival time
  - Professionalism
  - Driving
  - Trip route
  - Car quality
  - Other
- Swipe down and double tap to submit your feedback.

## Paying for your ride

- Using the Uber app, there's never any need to exchange cash. We'll always automatically bill your card on file.

## Screen Enhancements

Visually impaired riders can invert colors on their screen to better see their display. Go to your iPhone's General Settings menu, and head to the Accessibility tab. Select Invert Colors, and the settings apply system-wide.

## Hard of Hearing

### Visible and Vibrating Alerts

If you are deaf or hard of hearing, assistive technology such as visible and vibrating alerts can help you use the Uber app. Head to your iPhone's General Settings, and tap the Accessibility tab. From there, scroll down to the Hearing section to enable LED Flash for Alerts. Along with a vibration, your phone's LED Flash will be delivered when you receive notifications from Uber, such as a note that your driver has been assigned, your driver is arriving, or that your ride has been cancelled.

### Other Visual Features

With various text prompts and visual features, audio is not needed for full functionality of the Uber app. The ease of requesting a ride and getting picked up is seamless for any rider:

- To request a ride, tap "Set Pickup Location" with the location pin. You can also tap the Pickup Location bar the top of the screen to manually enter an address.
- Choose your vehicle at the bottom of the pickup location screen. Double tap the car icon to view pricing and ETAs.
- After setting your pickup location, the app will ask you to confirm your request. On this screen, you can get a fare quote. Tap the Fare Quote button and enter your dropoff location to get a better idea of what your ride may cost. Tap the request button to have your request sent out to drivers in the area.
- Once a driver has accepted your request, you will receive a push notification or SMS text with your drivers' name, rating, and ETA. Riders can use the map in their app to follow their drivers' path to pick them up. You will also receive a push notification or SMS text when your driver has arrived.
- If you are having trouble and need to contact your driver, you can tap the "^" button next to your drivers' information to contact him. Tap "text driver" to send your driver a text message.
- After your trip, you have the chance to rate your driver and type in any feedback you may have for the trip.

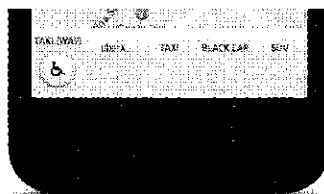
## Physical Disabilities

### Wheelchair Accessibility

All transportation providers that partner with Uber are able to accommodate folding wheelchairs.

In some cities, Uber has partnered with transportation providers with wheelchair accessible vehicles. We are working to partner with wheelchair accessible transportation providers across the nation.

For riders using the app in Toronto, wheelchair-bound riders or those with accessibility needs can request a wheelchair accessible taxi with hydraulic lifts or ramps.



### Service animals

Service animals are always welcome. Uber will deactivate transportation partners from the Uber platform who refuse to transport a rider with a service animal.

### An asset to the disability community

Technology is rapidly transforming the transportation industry. Uber has increased the mobility options of users with disabilities by providing inclusive access to safe and efficient transportation options. Uber is constantly taking steps to increase broader disability mobility and is confident that our technology will prove a great benefit.

## WHAT IS UBER?

- \* Uber is an innovative technology platform that connects drivers and riders via smartphone app
- \* We offer safe, seamless and reliable transportation connection options at multiple price points
- \* Uber partners with municipally licensed drivers; we do not own or operate cars or employ drivers
- \* Tens of thousands of Canadians rely on Uber regularly to connect them with drivers, and Uber helps hundreds of drivers earn a better living by connecting them to additional fares
- \* Uber operates in >300 cities and employs >3000 people in its offices; our investors include Google and other leading global companies

## WHY RIDERS LOVE UBER?

**FASTER:** we provide the fastest response

time of any transportation option in Canada

**SEAMLESS:** automatic transactions, electronic receipts and transparency in pricing

**BETTER EXPERIENCE:** Uber allows riders to rate their drivers and provides feedback

**MORE RELIABLE:** we use data to ensure supply matches demand

## WHY DRIVERS LOVE UBER

**HIGHER INCOME:** The Uber technology platform benefits our partners by connecting them to more fares

**SAFER WORK ENVIRONMENT:** drivers are safer with cashless transactions and secure GPS tracking abilities

**INCREASED EFFICIENCY:** drivers spend more time with fares and less time waiting to be hailed

**GROWING THEIR BUSINESS:** many partners have grown their fleets since partnering with Uber

## WHY CITIES LOVE UBER?

**LOWER CONGESTION AND POLLUTION:** Uber makes connecting with drivers easier, which encourages more people to use taxis and limos

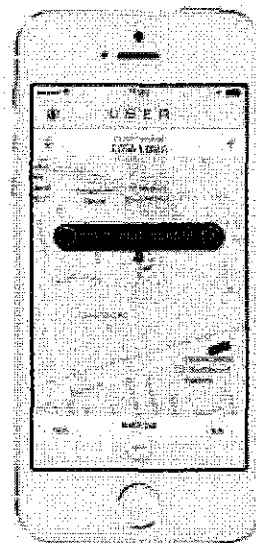
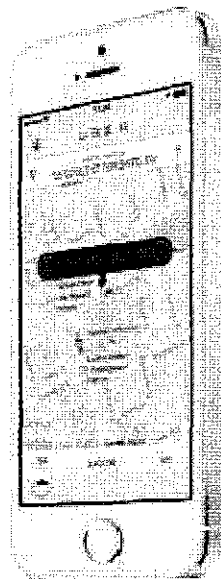
**INCREASED CHOICE:** Uber gives consumers more transportation choices

**TOURIST FRIENDLY:** the Uber app works across 100+ cities and is frequently used by travelers

**PROMOTES INNOVATION:** Canada is a progressive, consumer-friendly country that embraces technology and invests in innovation

## HOW UBER WORKS

1. Riders select their vehicle type and set their pickup location aided by GPS
2. Riders request a ride and Uber technology immediately notifies the nearest Uber partner



## EXCITING PORTFOLIO OF SERVICES

- UberTAXI Riders can request the nearest taxi using our app; rides are charged at standard taxi meter rates, and a 20% gratuity is set by default and can be adjusted by the rider
- UberBLACK/UberSUV Riders can request the nearest black limo using our app; rides are charged at a base rate, plus time and distance premiums
- UberX/UberXL (currently available in Toronto, Ottawa, and Montreal, Edmonton) Peer-to-peer ride sharing offered by insured drivers who have undergone extensive background scrutiny, are fully insured and are tracked and rated through Uber technology; rides are charged at a base rate, plus time and distance
- UberACCESS (available in Toronto) Wheelchair accessible vehicle option for members of the community with accessible needs who require a ramp or lift.

## REGULATORY FRAMEWORK

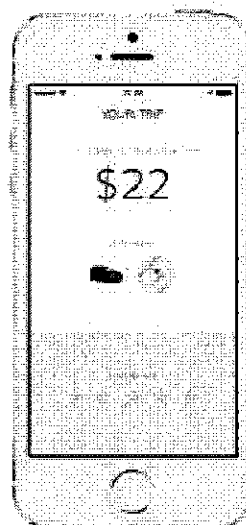
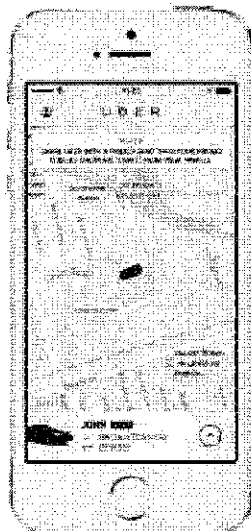
- \* Uber's innovative technology and business model are not explicitly regulated by provincial or municipal regulations
- \* Expensive minimum fares and wait times are anti-consumer and provide no discernable safety benefit
- \* Many global cities and jurisdictions have shown leadership by updating their regulations to reflect innovation in transportation, including California, Colorado, and Detroit
- \* Provinces and cities have an opportunity to positively support job creation and innovation by updating regulations to reflect technological changes

## UBER'S COMMUNITY INVOLVEMENT

- Uber has partnered with and supported thousands of events in Canadian cities since 2012. We partner with local businesses and BIAs to increase traffic to neighbourhoods; we call it our #NeighbourhoodLove campaign.
- Our #UberSpringCleaning campaign offered free on-demand pickup of Goodwill clothing donations. Uber actively supports anti-drinking and driving initiatives to promote a safer lifestyle

## HOW UBER WORKS cont.

3. The driver is given the rider's exact pickup location and phone number; the rider is provided with the driver's information and rating
4. At the end of the ride, the rider exits the car without paying (payment is automatic), rates the driver and immediately receives an electronic receipt



AUG 12 2015



## Minutes (DRAFT)

### PUBLIC VEHICLE ADVISORY COMMITTEE

THE CORPORATION OF THE CITY OF MISSISSAUGA

TUESDAY, JUNE 16, 2015 – 10:04 A.M.

#### COUNCIL CHAMBERS

#### SECOND FLOOR, CIVIC CENTRE

300 CITY CENTRE DRIVE, MISSISSAUGA, ONTARIO, L5B 3C1

<http://www.mississauga.ca/portal/cityhall/publicvehicleadvisory>

#### Members

#### Members Present:

Councillor Ron Starr, Ward 6 (Chair)  
Councillor Carolyn Parrish, Ward 5 (Vice-Chair)  
Al Cormier (Citizen Member)  
Vikesh Kholi (Citizen Member)  
Rajendra Singh (Citizen Member)  
Karam S. Punian (Taxicab Drivers)  
Harsimar Singh Sethi (Elected At Large)  
Nirmal Singh (Taxicab Owners)  
Joshua Zahavy (Limousine Brokers)

#### Members Absent:

Baljit Pandori (Taxicab Brokerages)

#### Others Present:

Sami Khairallah (replacing Baljit Pandori, Taxicab Brokerages)

#### Staff Present:

Mickey Frost, Director, Enforcement  
Daryl Bell, Manager, Mobile Licensing Enforcement  
Karen Morden, Legislative Coordinator

Contact: Karen Morden, Legislative Coordinator  
Office of the City Clerk 905-615-3200 ext. 5471 Fax 905-615-4181  
[karen.morden@mississauga.ca](mailto:karen.morden@mississauga.ca)

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CALL TO ORDER

Karen Morden, Legislative Coordinator, Office of the City Clerk, called the meeting to order at 10:04 AM.

APPOINTMENT OF THE CHAIR

Ms. Morden advised that since the Committee is now complete, a call for a Chair would take place. Ms. Morden called for nominations for appointment to the office of the Chair of the Public Vehicle Advisory Committee (PVAC) for the term ending November 30, 2018 or until a successor is appointed.

Councillor Parrish nominated Councillor Starr and no further nominations were received.

RECOMMENDATION

That Councillor Ron Starr be appointed Chair of the Public Vehicle Advisory Committee for a term ending November 30, 2015 or until a successor is appointed.

Approved (A. Cormier)

Recommendation PVAC-0021-2015

APPOINTMENT OF THE VICE-CHAIR

Ms. Morden called for nominations for appointment to the office of Vice-Chair of the Public Vehicle Advisory Committee (PVAC) for a term ending November 30, 2018 or until a successor is appointed.

Councillor Starr nominated Councillor Parrish and no further nominations were received.

RECOMMENDATION

That Councillor Carolyn Parrish be appointed Vice-Chair of the Public Vehicle Advisory Committee for a term ending November 30, 2018 or until a successor is appointed.

Approved (A. Cormier)

Recommendation PVAC-0022-2015

Councillor Starr took over the meeting as Chair.

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DECLARATIONS OF CONFLICT OF INTEREST – Nil.

PRESENTATIONS - Nil

DEPUTATIONS

- A. Peter Pellier, Taxicab Industry spoke to Item 4.2, his email dated April 17, 2015 regarding the leasing of A-Plates and requested consideration of a change to current practices by transferring control of A-Plates from the brokerages to the individual operators. Mr. Pellier noted that the transfer would allow the operators the opportunity to choose which brokerage they wish to work for and commented that the plates have no value so wouldn't result in a loss to the brokerages.

Al Cormier, Citizen Member expressed his concern with the level of accessible taxi service to the disabled community and expressed support of amending the By-law to transfer control of A-Plates to the operators.

Mickey Frost, Director, Enforcement spoke to the report coming forward in September 2015 from the consultant with respect to the Taxicab Plate Issuance Review.

Daryl Bell, Manager, Mobile Licensing Enforcement noted that this change would create changes in the process making it more complicated and would also impact changes to the taxicab plate priority list.

Sami Khairallah, Taxicab Brokerages designate, commented that the current system is effective, noting that brokerages are capable of providing as many cars as needed due to demand, that brokerages provide the plates to the operators with no fee, and that he hadn't experienced a high demand for on-demand accessible taxicabs as the disabled community calls TransHelp for transportation needs.

Mr. Cormier noted his appreciation to staff and PVAC Members for their insight and comments and further noted his hope that the consultant's report would bring forth significant gains for the disabled community and was in agreement that decisions in this regard would wait until the presentation of the pending report.

Karam Punian, Taxicab Drivers, requested clarification regarding whether any monies were involved in the transfer of A-Plates and Mr. Khairallah responded that there were not.

Councillor Parrish requested that the matter be deferred until such time as the consultant's report is complete and suggested that a meeting with staff and Citizen



Members may be helpful to provide background and orientation to the issues.

#### RECOMMENDATION

1. That the email dated April 17, 2015 from Peter Pelier, Taxicab Industry with respect to leasing A-Plates be received;
2. That the deputation by Peter Pelier, Taxicab Industry, to the Public Vehicle Advisory Committee on June 16, 2015 with respect to Leasing A-Plates, be received for information;
3. That the matter be deferred until such time as the Consultant's report is complete.

Deferred (Councillor Parrish)  
Recommendation PVAC-0023-2015

#### MATTERS CONSIDERED

1. Minutes of Previous Meeting

- 1.1 Minutes of the Public Vehicle Advisory Committee meeting held on April 21, 2015.

Approved (A. Cormier)

2. Amendments to the Public Vehicle Licensing By-law 420-04, as amended, Safety Standard Certificate Requirements

Corporate Report dated June 4, 2015 from the Commissioner of Transportation and Works entitled, "Amendments to the Public Vehicle Licensing By-law 420-04, as amended, Safety Standard Certificate Requirements".

Mr. Bell briefly spoke to the above noted report and explained that the amendment would bring the By-law into compliance with the Ministry of Transportation regulations.

#### RECOMMENDATION

That the report from the Commissioner of Transportation and Works, dated June 4, 2015 and entitled, "Amendments to the Public Vehicle Licensing By-law 420-04, as amended, Safety Standard Certificate Requirements", be received.

Received (A. Cormier)  
Recommendation PVAC-0024-2015

3. Amendments to the Public Vehicle Licensing By-Law 420-04, as amended, Lease Agreement Requirements

Corporate Report dated June 4, 2015 from the Commissioner of Transportation and Works entitled, "Amendments to the Public Vehicle Licensing By-law 420-04, as amended, Lease Agreement Requirements".

Mr. Bell spoke to the above noted report and explained that the current practice of renewing lease agreements does not specify a renewal time-line, causing lease agreements to expire and subsequently drivers are operating taxicabs without a current lease agreement.

Discussion ensued with respect to the appropriate notifications, grace periods to fulfill renewal requirements, and penalties for being in contravention of the By-law. Mr. Bell advised that notifications of lease agreement renewal would occur 30 days prior to the lease agreement expiring, that there would be a 14 day grace period to fulfill the renewal requirements before being in contravention of the By-law, and that this amendment to the By-law would make the renewal requirements identical to the insurance renewal requirements.

RECOMMENDATION

That the report from the Commissioner of Transportation and Works dated June 4, 2015 and entitled "Amendments to the Public Vehicle Licensing By-law 420-04, as amended, Lease Agreement Requirements", be received.

Received (H. Singh Sethi)  
Recommendation PVAC-0025-2015

4. Information Items

4.1 Public Vehicle Advisory Committee - Action List

Committee Members briefly reviewed the PVAC Action List chart.

Mr. Cormier requested clarification regarding the status of four of the items listed on the chart and was informed that the items in question are being dealt with by the Consultant's report.

Councillor Parrish noted that she would be discussing the PVAC Terms of Reference at the next Governance Committee meeting on June 17, 2015 to discuss quorum and the ability to assign designates in the event of an elected or appointed industry member's absence.

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RECOMMENDATION

That the Public Vehicle Advisory Committee Action List for 2015 be received for information.

Received (A. Cormier)

Recommendation PVAC-0026-2015

4.2 Leasing A-Plates

Email dated April 17, 2015 from Peter Pellier, Taxicab Industry with respect to leasing A-Plates.

This item was dealt with during Mr. Pellier's deputation at the start of the meeting.

4.3 Mandatory Snow Tires

Email dated April 24, 2015 from Mark Sexsmith, Taxicab Industry with respect to mandatory snow tires.

Karam Punian, Taxicab Drivers expressed his support of implementing a mandatory snow tire requirement in the By-law.

Mr. Bell advised that currently the Province has not mandated the use of snow tires and that staff would require time to research and could come back with a report at a future meeting.

RECOMMENDATION

That the email dated April 24, 2015 from Mark Sexsmith, Taxicab Industry with respect to mandatory snow tires, be received for information.

Received (K. Punian)

Recommendation PVAC-0027-2015

#### 4.4 Public Vehicle Licensing By-law – Proposed Amendments

Email dated May 1, 2015 from Peter Pelier, Taxicab Industry with respect to proposed amendments to the Public Vehicle Licensing By-law 420-04, as amended.

No discussion took place on this matter.

#### RECOMMENDATION

That the email dated May 1, 2015 from Peter Pelier, Taxicab Industry with respect to proposed amendments to the Public Vehicle Licensing By-law 420-04, as amended, be received for information.

Received (J. Zahavy)

Recommendation PVAC-0028-2015

#### OTHER BUSINESS

Mr. Yad Sidhu, Mississauga Taxicab Driver, spoke regarding illegal taxicab operations in Mississauga and his frustration that these companies continue to operate not only in the City of Mississauga, but province-wide. Mr. Sidhu noted that the taxi business had decreased by 30% with the introduction of companies such as Uber and asked what the City has done to address this issue, specifically amendments to the current By-law to address the new technology and ticketing practices.

Councillor Starr expressed understanding of Mr. Sidhu's frustration and advised him that there have been multiple amendments to the By-law, that Legal is working on the Uber issue, that staff is working diligently to address this issue and invited Mr. Sidhu to share his possible solutions.

Mr. Bell advised that staff have been working diligently to address this issue, that currently UberX is the only company trying to operate in Mississauga, and that approximately 60 charges had been laid against UberX in the past few weeks.

Councillor Parrish commented that Uber had hosted a recruitment fair at the Living Arts Centre recently with many attendees and inquired as to whether Mr. Sidhu had suggestions as to deal with this matter. Mr. Sidhu noted that more consistent enforcement was needed. Mr. Sidhu further commented that Uber had been in Mississauga for couple of years and originally did business with taxicab brokerages.

Councillor Parrish suggested that higher fines may deter illegal taxicab operations and that insurance companies should be providing education to the public. Councillor Parrish further noted the need to compare best practices with other cities to determine if certain strategies would also work in Mississauga.

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RECOMMENDATION

1. That the deputation by Yad Sidhu, Taxicab Industry with respect to illegal taxicab operations in Mississauga be received;
2. That members of the Taxicab Industry are invited to create a report regarding best practices in dealing with mobile taxicab applications from other cities and present that report at the September 22, 2015 meeting of the Public Vehicle Advisory Committee for consideration.

Received (V. Kohli)

Recommendation PVAC-0029-2015

*\*Recommendation PVAC-0029-2015 was subsequently amended at General Committee and the following recommendation was approved by General Committee on June 17, 2015 and adopted by City Council on June 24, 2015:*

GC-0470-2015

1. That the deputation by Yad Sidhu, Taxicab Industry with respect to illegal taxicab operations in Mississauga be received;
2. That staff be directed to report back on best practices in dealing with mobile taxicab applications from other cities and present that report at the September 22, 2015 meeting of the Public Vehicle Advisory Committee for consideration.

(PVAC-0029-2015)

DATE OF NEXT MEETING

Additional Meeting: Wednesday, August 12, 2015, 10:00 AM – Council Chambers, Mississauga Civic Centre, 300 City Centre Drive, Mississauga L5B 3C1

Tuesday, September 22, 2015, 10:00 AM - Council Chambers, Mississauga Civic Centre, 300 City Centre Drive, Mississauga L5B 3C1

ADJOURNMENT - 11:35 AM



# Corporate Report

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Public Vehicle Advisory Committee  
**AUG 12 2015**

**DATE:** July 21, 2015

**TO:** Chair and Members of the Public Vehicle Advisory Committee  
Meeting Date: August 12, 2015

**FROM:** Martin Powell, P. Eng.  
Commissioner, Transportation and Works

**SUBJECT:** **Changes to the Public Vehicle Licensing By-law 420-04 , as amended, for the Licensing of Taxi and Limousine Drivers**

**RECOMMENDATION:**

1. That the report from the Commissioner, Transportation and Works dated July 21, 2015 and entitled "Changes to the Public Vehicle Licensing By-law 420-04, as amended, for the Licensing of Taxi and Limousine Drivers", be received.
2. That staff incorporate comments received from the Public Vehicle Advisory Committee and prepare a report to be considered by General Committee on the recommended changes to the requirements for the licensing of taxi and limousine drivers.

**BACKGROUND:** Staff have conducted a review of a number of Mississauga taxi and limousine driver licences. The reviews have resulted in a number of conditions being placed on driver licences under the authority of the existing by-law.

In staff's opinion, the licensing requirements for taxi and limousine drivers needs to be amended to effectively protect the consumer and the public. Further, in light of the current, devastating effect of unregulated transportation providers, staff are recommending improved licensing standards for taxi and limousine drivers that are professional, exemplary and unassailable, and that will maintain the confidence of the public in taxicabs and limousines as a safe and reliable transportation service.

**COMMENTS:**

Currently the Public Vehicle Licensing By-law 420-04, as amended, does not specify criteria for granting a licence to taxi and limousine drivers who have a criminal record and/or demerit points and as such leaves the decision open to interpretation. The driver abstract is currently reviewed by the Licence Manager, when a taxi or limousine driver reaches seven demerit points. The present requirements of the by-law, when used in concert with these practices, do not effectively protect the consumer and the public, nor do they serve as a standard of professionalism unique to licensed drivers as opposed to unregulated transportation providers.

Staff have determined that appropriate changes to the by-law should include the requirement to possess a valid driver licence and the requirement for a driver abstract (containing not more than six demerit points) to be provided on initial application and each year on licence renewal. An applicant, for a new licence or a renewal, must also provide a Criminal Record Search (CRS) clear of any convictions for the five years prior to the date of application and for every subsequent licence renewal. In the event of any conviction listed on Appendix 1, Criminal Code Convictions Not Acceptable, the application for the licence will be denied.

In addition, any one *Highway Traffic Act* (HTA) charge which holds a value of four or more demerit points constitutes a serious offence under the HTA. This would constitute grounds to revoke or refuse to license or renew a taxi or limousine driver licence until such time as the driver abstract has been cleared of the serious offence and/or the combination of less serious offences exceeding six demerit points. Further, the taxi or limousine driver licence will be immediately revoked by the Licence Manager any time the City becomes aware of: a conviction for a serious HTA offence (four demerit points or more); the taxi or limousine driver having more than six demerit points; or, a conviction outlined in Appendix 1, Criminal Code Convictions Not Acceptable.

It is proposed that the new licensing requirements would apply for all new applicants and for all existing licensed taxi and limousine drivers upon every licence renewal. The new licensing requirements would be effective on Council's approval of the by-law to amend the Public Vehicle Licensing By-law 420-04, as amended, to reflect the changes proposed in this report.

The revisions to the by-law will also include a provision to provide for the issuance of a conditional taxi or limousine driver licence subject to the applicant providing to the satisfaction of the Licence Manager written evidence confirming that the applicant has applied to the Parole Board of Canada for a record suspension and has met the waiting period requirements. The conditional licence would remain in effect as long as the conditions are met or until a decision for the Parole Board of Canada is rendered.

In staff's view, the by-law must provide clear direction for the issuance or refusal of the taxi or limousine driver licence.

Similar licensing requirements were included in revisions to the Tow Truck Licensing By-law 521-04, as amended, which were approved by Council on April 3, 2013 (GC-0188-2013) and which are currently in effect for the licensing of tow truck drivers.

**FINANCIAL IMPACT:** No direct financial impact would be experienced by the Corporation of the City of Mississauga.

**CONCLUSION:** Provisions contained in the Public Vehicle Licensing By-law 420-04, as amended, do not provide adequate assurances to the public that licensed taxi and limousine drivers operating in Mississauga will drive and act in a manner which assures public safety and consumer protection. Moreover, the City is required to provide, as well as to establish, a professional standard for licensed taxi and limousine drivers that ensures public safety in the transportation of vehicles. As a result, staff recommend that the by-law be amended as outlined in this report, to better protect the consumer and the public.

**ATTACHMENTS:** Appendix 1: Criminal Code Convictions Not Acceptable



Martin Powell, P. Eng.

Commissioner, Transportation and Works Department

*Prepared By: Daryl Bell, Manager, Mobile Licensing Enforcement*



## Criminal Code Convictions Not Acceptable

<u>Criminal Code Offences</u>	<u>Description</u>
Explosives	Using explosives; possession.
Terrorism	Providing or collecting property for certain activities; providing or making available property or services for terrorist purposes; using or possessing property for terrorist purposes; participation in activity of terrorist group; facilitating terrorist activity; instructing to carry out activity for terrorist group; instructing to carry out terrorist activity.
Firearms and Weapons	Using firearms (including imitation) in commission of offence; careless use of firearm; pointing a firearm; possession of weapon for dangerous purposes; carrying weapon while attending public meeting; carrying concealed weapon; unauthorized possession of firearm; possession of firearm knowing its possession is unauthorized; possession at unauthorized place; unauthorized possession in motor vehicle; possession of prohibited or restricted firearm with ammunition; possession of weapon obtained by commission of offence; breaking and entering to steal firearm; robbery to steal firearm; weapons trafficking; possession for purpose of weapons trafficking; transfer without authority; making automatic firearm; discharging firearm with intent; causing bodily harm with intent — air gun or pistol.
Sexual Offences against Minors	Sexual interference; invitation to sexual touching; sexual exploitation; sexual exploitation of person with disability; incest; making child pornography; parent or guardian procuring sexual activity; householder permitting sexual activity; corrupting children; luring a child; prostitution of person under eighteen.
Sexual Offences against persons other than minors	Sexual exploitation of person with disability; incest; indecent acts; sexual assault.
Criminal Negligence	Causing death by criminal negligence; causing bodily harm by criminal negligence.
Murder	Murder; manslaughter; infanticide; attempt to commit murder; accessory to murder.
Operation of vehicles, vessels, or aircraft	Dangerous operation of motor vehicles, vessels and aircraft; flight; causing death by criminal negligence (street racing); causing bodily harm by criminal negligence (street racing); dangerous operation of motor vehicle while street racing; failure to stop at scene of accident; operation while impaired; operation while disqualified.
Harassment and threats	Criminal harassment; uttering threats; intimidation.
Assault	Assault; assaulting a peace officer.

## Appendix 1

## Criminal Code Convictions Not Acceptable

<u>Criminal Code Offences</u>	<u>Description</u>
Major assault and sexual assault offences	Sexual assault with a weapon, threats to a third party or causing bodily harm; aggravated sexual assault; assault with a weapon or causing bodily harm; aggravated assault; unlawfully causing bodily harm.
Confinement	Kidnapping; Trafficking in persons; Hostage taking; Abduction of person under sixteen; Abduction of person under fourteen; Abduction in contravention of custody order; Abduction.
Theft Over, forgery and fraud	Theft over; destroying documents of title; fraudulent concealment; theft and forgery of credit card; theft from mail; forgery; uttering forged document; drawing document without authority; fraud; using mails to defraud; arson for fraudulent purpose.
Robbery and extortion	Robbery; extortion.
Breaking and entering	Breaking and entering.
Possession of property obtained by crime	Possession of property obtained by crime; possession of property obtained by excise offences.
Arson	Arson.
Counterfeit money	Making counterfeit money.
Participation in criminal organization	Participation in criminal organization; Commission of offence for criminal organization; instructing commission of offence for criminal organization.
Trafficking	Trafficking in controlled substance - Schedule I or II - Schedule III - Schedule IV
Importing and exporting	Importing and exporting of controlled substance - Schedule I or II - Schedule III - Schedule IV
Production	Production of controlled substance - Schedule I or II (except marihuana) - Schedule III - Schedule IV



# Corporate Report

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Public Vehicle Advisory Committee  
AUG 12 2015

**DATE:** July 28, 2015

**TO:** Chair and Members of the Public Vehicle Advisory Committee  
Meeting Date: August 12, 2015

**FROM:** Martin Powell, P. Eng.  
Commissioner, Transportation and Works

**SUBJECT:** **Engagement of Consulting Services for the Regulation of Taxicab Mobile Applications**

**RECOMMENDATION:** That the report from the Commissioner of Transportation and Works, dated July 28, 2015 and entitled "Engagement of Consulting Services for the Regulation of Taxicab Mobile Applications", be received.

<p><b>REPORT HIGHLIGHTS:</b></p>	<ul style="list-style-type: none"> <li>• There has been a major upheaval in the competitive landscape for the taxi industry.</li> <li>• A new class of vehicle-for-hire providers has emerged, which operate outside the regulatory framework. These companies, which are known as "transportation network companies" (TNC), allow customers to connect directly with drivers of private vehicles and to pay for services automatically via credit card.</li> <li>• Cities throughout the world are grappling with the challenges presented by TNC.</li> <li>• Consulting services are required: to assist staff in identifying the regulatory and enforcement options available under varying degrees of accommodation of the new technology represented by TNC; and, to prepare a report to PVAC and General Committee on this matter for consideration by year-end.</li> </ul>
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**BACKGROUND:**

The work of the Taxi Plate Issuance Model Review is largely complete. The final report is targeted for consideration by the Public Vehicle Advisory Committee at its meeting of September 22, 2015. However, report recommendations are contingent on the continued viability of the taxi industry and on assumptions concerning the competitive and regulatory framework under which the industry operates.

During the course of the work on the Taxi Plate Issuance Model Review, there has been a major upheaval in the competitive landscape for the taxi industry. A new class of vehicle-for-hire providers, operating outside the regulatory framework, has emerged. These operators have been promoted and enabled by popular smart-phone apps. TNC allow customers to connect directly with drivers of private vehicles and to pay for services automatically via credit card.

Additional work is necessary to define regulatory and enforcement options to govern TNC operation in the City of Mississauga. Further, at its meeting of July 8, 2015, Council received for information a report from the City Solicitor entitled "Uber Update". A copy of this report is included on the August 12, 2015 PVAC agenda for information.

Cities throughout the world are grappling with the challenges presented by TNC. On the one-hand, unlicensed taxis have always been an enforcement issue and a public safety concern. On the other hand, the features of apps used by TNC have proven to be popular due to their convenience and often lower pricing. There is a large constituency of users who like TNC high-tech features. They like the ability to see the closest vehicle on a real-time map, convenient payment by credit card, driver and passenger rating systems, and the idea of a "shared ride". A further complication is the position adopted by the TNC that they are "just an app", which was recently reinforced by recent court judgement rejecting a request by the City of Toronto for an injunction preventing Uber from operating without a taxi broker licence. Enforcement is challenging as vehicles are usually unmarked, making driver identification difficult.

Another issue is the accumulated market value of taxi plates. The total number of taxis is traditionally capped for a number of good policy reasons. However, failure to expand the cap at the same pace

as increases in taxi demand results in the taxi plate itself acquiring a value. In a mature system, a driver may save for years to buy the plate so that they may own their own business. Subsequent opening of the market, such as unlimited operation of TNC drivers, may eliminate the plate value and may impose hardship on many in the industry who have paid the full price of entry.

Accessible taxi service may also be affected by the presence of TNC.

#### **COMMENTS:**

A report for consideration by PVAC and General Committee is required that identifies the regulatory and enforcement options available under varying degrees of accommodation of the new technology represented by TNC. Staff will be engaging the services of a consultant, specializing in the regulation of the taxi industry, to assist in the preparation of the required report.

Options that will be considered include:

- What are the requirements for equipment, training, and identification? Are they the same for all types of vehicles-for-hire? Is a more relaxed niche for TNC in the public interest? Should requirements vary for part-time versus full-time drivers?
- What is ride sharing? When is the service realizing efficiencies of sharing and when is it just a taxi operating without regulatory supervision?
- What benefits does the new technology offer the public? How much of those benefits are tied to the specific business models of TNC?

Options will be defined in terms of equipment, operating and licensing requirements. Advantages and disadvantages of each option will be assessed based on:

- Sustainability and fairness to Mississauga's current taxi and limousine industries.
- Capture of the benefits of new technology for the public.
- Public and driver safety.
- Feasibility of enforcement.
- Impact on provision of accessible vehicle-for-hire service

consistent with the requirements of *Accessibility for Ontarians with Disabilities Act*.

- Long-run impact on driver incomes, both traditional taxi and limousine drivers, and TNC drivers.

The report will also include supporting analysis based on:

- Stakeholder consultation. Input will be solicited from the taxi industry, Uber and other TNC operating in the metropolitan area.
- Public Consultation.
- Analysis of what other key jurisdictions have done. Key cities will be established with the client. Of interest are California (the birthplace of Uber and Lyft), Vancouver (where Uber withdrew and where a mediation process is currently underway), Seattle (where TNC drivers must be part-time), Quebec (where enforcement powers are more extensive than Ontario) and New York (whose dispatch taxi market and hail market are managed differently).
- Analysis of cost-differences. Uber is perceived as offering lower prices. Analysis will identify how much of this difference is due to regulatory non-compliance and how much is due to the plate lease rental of the traditional taxi.

#### **Estimated Timing and Cost**

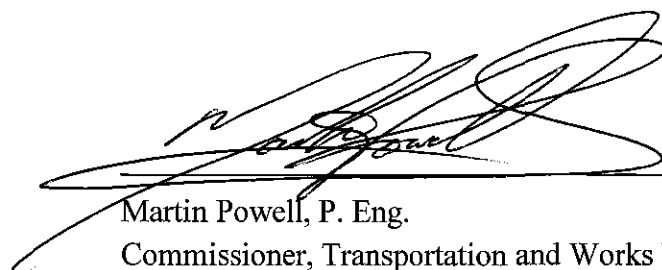
The final report is targeted for consideration by PVAC and General Committee by year-end. The cost of this work is anticipated to be no more than \$50,000.

**FINANCIAL IMPACT:** The cost to conduct the study can be funded from the 2015 Regulatory Services operating budget.

**CONCLUSION:** There has been a major upheaval in the competitive landscape for the taxi industry. A new class of vehicle-for-hire providers or TNC, operating outside the regulatory framework, has emerged. Cities throughout the world are grappling with the challenges presented by TNC. These operators have been promoted and enabled by popular smart-phone apps.

3d

Consulting services are required: to assist staff in identifying the regulatory and enforcement options available under varying degrees of accommodation of the new technology represented by TNC: and, to prepare a report to PVAC and General Committee on this matter for consideration by year-end.

A handwritten signature in black ink, appearing to read 'Martin Powell', is written over a horizontal line. The signature is stylized with large, sweeping loops.

Martin Powell, P. Eng.

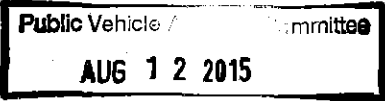
Commissioner, Transportation and Works Department

*Prepared By: Mickey Frost, Director of Enforcement, HBA; CPA,  
CGA; MPA*



# Corporate Report

Clerk's Files

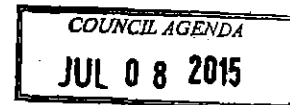
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**DATE:** July 7, 2015

**TO:** Chair and Members of Council  
Meeting Date: July 8, 2015

**FROM:** Mary Ellen Bench, BA, JD, CS  
City Solicitor

**SUBJECT:** Uber Update



**RECOMMENDATION:** That the report titled "Uber Update" dated July 7, 2015 from the City Solicitor be received for information.

**BACKGROUND:** On November 18, 2014, the City of Toronto filed an application for injunction against Uber to prevent Uber from operating in the City of Toronto without a taxicab or limousine brokerage licence. The application was subsequently heard by the Ontario Superior Court of Justice on June 1<sup>st</sup> and 2<sup>nd</sup>, 2015.

**COMMENTS:** Summary of Decision

On July 3, 2015, the Ontario Superior Court of Justice dismissed the City of Toronto's application for injunctive relief against Uber. The court concluded that the City of Toronto had failed to demonstrate that Uber met the definition of a taxicab or limousine brokerage according to Toronto's by-law.

According to Toronto's by-law, a brokerage is defined as "any person or entity which **accepts calls** in any manner for booking, arranging or providing transportation." The court determined that Uber does not "accept calls" but instead acts as a relaying service that connects



potential passengers to drivers. Under this scenario, it is the driver that accepts a call and would be subject to a taxi or limousine brokerage licence.

The court summarized its position by stating that the word "accepts" requires the "intervention of some element of human discretion or judgment in the process and cannot be applied to a merely passive, mechanical role of receiving and relaying electronic messages."

For these reasons, the court determined that Uber is not operating in contravention of Toronto's by-law.

#### Reaction in Toronto

Following the decision outlined above, Mayor Tory met with stakeholders of the taxi industry on July 6, 2015. Following that meeting, Mayor Tory made an announcement that Toronto council should amend its by-law to "level the playing field". Mayor Tory also announced that Toronto will likely appeal this decision.

#### Next Steps

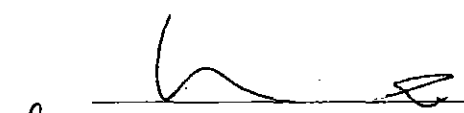
Given these recent developments, Enforcement staff will now review licensing options to regulate Uber alongside the taxicab industry and will be reporting to Council at a later date.

At the City, Uber is currently facing approximately 30 charges for operating as a taxicab brokerage without a licence according to the City's Public Vehicle Licensing By-law. These charges are currently before the Provincial Offences court with a trial date yet to be set.

**FINANCIAL IMPACT:** N/A

**CONCLUSION:** A recent court decision determined that Uber was not operating in contravention of the City of Toronto's taxi by-law.

In light of this decision, Enforcement staff will now consider licensing options and will report back to Council at a later date.

  
for Mary Ellen Bench, BA, JD, CS  
City Solicitor

*Prepared By: Robert Genoway, Legal Counsel*

**Karen Morden**

**From:** Karen Morden  
**Sent:** 2015/07/28 11:58 AM  
**To:** Karen Morden  
**Subject:** RE: Change of inspection place

<b>Public Vehicle Advisory Committee</b> <b>AUG 12 2015</b>
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**From:** Mohammad Shabbeer  
**Date:** July 24, 2015 at 5:51:48 PM EDT  
**To:** <Sumeeta.Kohli@mississauga.ca>  
**Subject:** Change of inspection place

Response regarding my letter to your office, is not satisfactory. Actions speak, not the words. We need the help of the RESPECTABLE MAYOR OF MISSISSAUGA please. I know already that the inspection place is in Mississauga but we want that inspection should be done in Mississauga for the interest of the Taxi and Limo. The Drivers are wasting time and fuel which is worth approximately \$200. Most of the Drivers are from Mississauga and they are not happy. Even other Drivers are also not happy. I requested for a meeting with RESPECTABLE MAYOR to brief personally but still waiting. Drivers were think of PROTEST in front of City Hall but we will wait till the last hope is lost.

We should care more for the safety of over 1400 Drivers. It is absolutely safe to inspect the cars in the compound. Where as one inspector from GTAA keeps inspecting the cars in the compound. If it unsafe, the Airport Inspector will not perform his duty. We do have a safe place at the back of the compound which is very safe.

I had already attended two inspection at the Mississauga location and there is nothing which they are doing there, cannot be done at the Airport compound.

We do have to worry about the safety of 1400 Drivers and their loss. Rules and regulations are made for the benefit of people if not, then must be amended.

Please reconsider the request of 1400 Drivers please. Thanks  
 Mohammad Shabbeer

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**From:** Mickey Frost  
**Sent:** 2015/07/27 1:13 PM  
**To:** Mohammad Shabbeer  
**Cc:** Sumeeta Kohli; Daryl Bell; Karen Morden; Carolyn Parrish; Ron Starr  
**Subject:** RE: Change of inspection place

Mr. Shabbeer:

This is in response to your last email to the Mayor's office. Thank you for bringing your further concerns to my attention.

As you know the inspections were transferred to the Mobile Licensing Enforcement office at 3235 Mavis Road, Mississauga, from the GTTA approximately two years ago. The Mavis Road location is 20.07 kilometres from the GTTA according to MapQuest.

4.2a

This transfer was made for the following reasons:

- for the safety of our officers, who may be issuing Notices of Contravention, Penalty Notices and POA tickets in a uncontrolled environment.
- to ensure consistency of enforcement by providing our officers with immediate access to management and supervisory staff;
- to provide access to information since all of our information is not automated and online;
- to better facilitate our joint enforcement efforts with other agencies that have reached out to Mobile Licensing Enforcement to partner on vehicle inspections;
- typically the entire inspection process can be completed in approximately 30 minutes; and,
- to provide consistency with all other vehicle inspections performed by Mobile Licensing Enforcement, which are all performed at the Mavis Road location for the reasons mentioned above.
- .

In addition, one of the vehicle inspections is tied to the timing of driver licence renewal to avoid a third visit to the Mobile Licensing Enforcement office.

Notwithstanding the foregoing information, I have copied the Legislative Co-ordinator for the Public Vehicle Advisory Committee and would ask that your email be added to the agenda for consideration at the PVAC meeting of August 12<sup>th</sup>.

Once again, thank you for bringing your concerns to my attention.



**Mickey Frost, HBA; CPA, CGA; MPA**  
Director, Enforcement  
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[mickey.frost@mississauga.ca](mailto:mickey.frost@mississauga.ca)

City of Mississauga | Transportation and Works Department  
Enforcement Division

**Karen Morden**

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**From:** Karen Morden  
**Sent:** 2015/08/04 4:04 PM  
**To:** Karen Morden  
**Subject:** FWD: Motion for PVAC Meeting August 2105

**From:** MARK SEXSMITH  
**Sent:** August 4, 2015 1:42 PM  
**To:** Ron Starr  
**Cc:** Stephanie Smith; Carolyn Parrish; Baljit Pandori; Al Cormier; Mickey Frost; Daryl Bell  
**Subject:** Motion for PVAC Meeting August 12, 2105

Mr. Ron Starr, Chair  
PVAC, City of Mississauga

Dear Mr. Chairman:

Please include discussion on the following amendment to By Law 420-04 on the agenda of the August 12, 2015 PVAC meeting.

The motion is:

In regard to By-Law 420-04, the following changes are requested to terms in the "Definitions and Interpretation" Section of the By-Law.

"Broker" means any Person or Corporation which carries on the business of facilitating in any fashion the provision of for hire transportation between any person and any vehicle not owned by that Person or Corporation"

"Driver" means any person who drives a Taxicab, Limousine, Airport Municipal Transportation Vehicle, Airport Public Transportation Vehicle, or any other for hire vehicle, excluding public transit

It is the industry's wish to afford Staff a greater degree of latitude in dealing with matters that pertain to regulating the actions of virtual for hire brokers, as well as those drivers who work with the dispatch systems these brokers utilize.

Yours truly,

**Mark Sexsmith, All Star Taxi**

# City of Mississauga Memorandum



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**To:** Chair and Members of the Public Vehicle Advisory Committee

**From:** Karen Morden, Legislative Coordinator

**Date:** July 8, 2015

**Subject:** Terms of Reference for the Public Vehicle Advisory Committee

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The Governance Committee at its meeting on June 17, 2015 reviewed the Terms of Reference for the Public Vehicle Advisory Committee and made the following recommendation:

GOV-0019-2015

That the Terms of Reference for the Public Vehicle Advisory Committee be amended to not permit voting members who are unable to attend a meeting to appoint a designate to attend a meeting in their place, as per the usual practice for all committees of Council.

This recommendation was subsequently adopted by City Council on June 24, 2015.

The PVAC Terms of Reference have been amended to reflect Council's direction and are enclosed for your review.

Regards,

Karen Morden  
Legislative Coordinator, Office of the City Clerk  
300 City Centre Drive, 2<sup>nd</sup> floor  
Mississauga, ON L5B 3C1  
(905) 615-3200 x5471  
[karen.morden@mississauga.ca](mailto:karen.morden@mississauga.ca)

## **Terms of Reference for Public Vehicle Advisory Committee**

### **Mandate**

The Mississauga Public Vehicle Advisory Committee is an advisory committee of Council established to make recommendations to the Council of the City of Mississauga to provide input and advice on policy issues affecting the taxi industry.

### **Objectives/Goals**

The Mississauga Public Vehicle Advisory Committee shall operate according to the Procedural By-law regulating the operation of meetings of Council and its Committees. Appointed members are required to attend meetings on a bi-monthly and on an 'as required' basis to discuss policy issues affecting the taxi industry in the City of Mississauga.

### **Work Plan**

The Public Vehicle Advisory Committee shall prepare an annual Work Plan which they will send to their parent standing committee, then to Council at the beginning of the new year, as well as a progress update at the end of the year. Committee members shall work collaboratively with City staff to devise these Work Plans to ensure that the workload is manageable and appropriately shared between the two parties. Work plans will need to be carefully crafted in order to meet the Committee's mandate and objectives, as well as the City's Strategic Plan, Master Plans, and budgetary capacity.

The work plan shall speak directly to the specific goals the committee aims to accomplish.

The work plan for the Public Vehicle Advisory Committee attempts to use the City's Strategic Plan Pillars, action items, master plans, or legislation as sub-headings to organize the committee's focus and nature of work.

The Committee shall present its accomplishments as they relate to the work plan, to Council annually.

### **Definitions**

Not applicable

### **Procedures and Frequency of Meetings**

The Public Vehicle Advisory Committee will meet bi-monthly (6 times per year), usually on the second Tuesday of every month, or as determined by the Committee at the call of the Chair, or at the direction of General Committee.

The dates of the meetings will be confirmed upon agreement of the Public Vehicle Advisory Committee annual work plan so as to integrate well with the plans and projects under discussion.

The Chair of the Public Vehicle Advisory Committee, in consultation with the Commissioner of Transportation and Works (or their designate), may cancel a meeting if it is determined there are insufficient items to discuss.

### **Membership**

All members are subject to the Code of Conduct and Complaint Protocol for Local Boards.

[http://www7.mississauga.ca/documents/CityHall/pdf/2014/Local\\_Boards\\_Code\\_of\\_Conduct.pdf](http://www7.mississauga.ca/documents/CityHall/pdf/2014/Local_Boards_Code_of_Conduct.pdf).  
and Corporate Policy 02-01-01: Citizen Appointments to Committees, Boards and Authorities. <http://inside.mississauga.ca/Policies/Documents/02-01-01.pdf>

The membership on the Mississauga Public Vehicle Advisory Committee shall consist of appointments by Resolution of Council for Citizen Members and Council Members and the election and appointment of Industry Members and will comprise of the following with voting rights:

#### **Appointment of Members (by Resolution)**

- 2 Councillors
- Up to 3 Citizens

#### **Industry Members (Elected)**

- 1 Representative from the Taxicab Owners (elected by Owners)
- 1 Representative from the Taxicab Drivers (elected by Drivers)
- 1 Representative from the Taxicab Industry elected (at large) by both Owners and Drivers

#### **Industry Members (Appointed)**

- 1 Representative from the Limousine Owners
- 1 Representative from the Taxicab Brokerages

The Term of Office for citizen members and Council members on the Mississauga Public Vehicle Advisory Committee shall run concurrent with the term of Council, or until successors are appointed.

### **Election**

An election shall be held every three (3) years to elect qualified industry members to the Mississauga Public Vehicle Advisory Committee with a term of office concurrent with the term of Council. The City Clerk, or his/her designate, shall be responsible for conducting the election of the taxicab industry. The Rules



and Procedures for conducting a Public Vehicle Advisory Committee election are appended as Appendix "A".

#### **Role of Chair**

The role of the Chair is to:

1. Preside at the meetings of Public Vehicle Advisory Committee using City of Mississauga's Procedure By-law, and keep discussion on topic.
2. Provide leadership to Public Vehicle Advisory Committee to encourage that its activities remain focused on its mandate as an Advisory Committee of Council.
3. Review agenda items with the Committee Coordinator and Enforcement Office in the City.
4. Recognize each Member's contribution to the Committee's work.
5. Serve as an *ex-officio* member of subcommittees and attend subcommittee meetings when necessary.
6. Liaise with the Manager of Mobile Licensing on a regular basis.

At the first meeting of the new term of the Mississauga Public Vehicle Advisory Committee, the members shall elect, from among their number, a Chair and Vice-Chair who will not be a member of the public vehicle industry. The Chair should be a member of Council.

#### **Role of Committee Members**

The role of Committee Members is to:

1. Ensure that the mandate of Public Vehicle Advisory Committee is being fulfilled.
2. Provide the Chair with solid, factual information regarding agenda items.
3. When required, advise Council on matters relating to public vehicles for hire.
4. Notify the Committee Coordinator if they are unable to attend Public Vehicle Advisory Committee meetings to ensure that quorum will be available for all meetings.

#### **Quorum**

1. Quorum of the Public Vehicle Advisory Committee shall be reached with the presence of a majority of the appointed and elected members, at a time no later than thirty (30) minutes past the time for which the beginning of the meeting was scheduled and so noted on the agenda or notice of the meeting.

2. The issuance of an Agenda for a meeting of this Committee will be considered as notice of that meeting.
3. The presence of one (1) of the appointed Council members shall be required to establish quorum.
4. The elected or appointed member of the taxicab industry must comply with the section in the Procedural By-law regarding attendance at meetings in that a member shall not miss three consecutive meetings without the consent of Council.

### **Subcommittees**

That, as per the Procedure By-law 139-2013, a Committee of Council may establish a subcommittee which shall consist of members of the parent Committee, as may be determined by such parent Committee and any other member approved by Council.

- Sub-committees will be formed to deal with specific issues, and will make recommendations to the parent Committee. Once the specific issue is dealt with the subcommittee shall cease.
- All appointed members of the subcommittee have the right to vote.
- The Chair of the subcommittee will be appointed at the first meeting of the subcommittee.

# Public Vehicle Advisory Committee 2015 Action List

Updated: JUNE 2015

Issue	Last Discussed on	Who	Status
Accessible plates	September 11, 2012	Enforcement Office	<b>Completed</b> <ul style="list-style-type: none"> <li>- Subcommittee meeting on April 29, 2013</li> <li>- Subcommittee meeting on May 13, 2013</li> <li>- Public meeting on June 11, 2013</li> <li>- This sub-committee was completed as it was to determine the percentage of accessible taxicabs as per the requirements of the AODA which went back to PVAC.</li> </ul>
Term of plate leases coincide with vehicle year limit	September 11, 2012	Enforcement Office	<b>Completed</b>
Mobile taxi application	September 11, 2012	Enforcement Office	<b>Completed</b>
Airport taxi's – Stickers on windshields	September 11, 2012	Enforcement Office	<b>Completed</b>
Advance payment in evenings	September 11, 2012	Enforcement Office	<b>Completed</b>
Hotel Shuttles	April 29, 2013	Enforcement Office	<b>In progress</b> <ul style="list-style-type: none"> <li>• Directed to hold public consultation</li> </ul>
Regulations of DADD drivers	October 15, 2013	Enforcement Office	<b>In progress</b> <ul style="list-style-type: none"> <li>• Directed to hold public consultation</li> </ul>
Public Meetings – Licensing of medical transfers and shuttle service vehicles.	October 15, 2013	Enforcement Office	<b>In progress</b> <ul style="list-style-type: none"> <li>• Directed to hold public consultation</li> </ul>
Parcel Delivery service	October 15, 2013	Enforcement Office	<b>In progress</b> <ul style="list-style-type: none"> <li>• Directed to hold public consultation</li> </ul>
Need for taxi stands	October 15, 2013	Enforcement Office	<b>Completed</b>

# Public Vehicle Advisory Committee 2015 Action List

Updated: JUNE 2015

2010 and 2012 Taxicab Plate Issuance	February 4, 2014	Enforcement Office	<b>Completed</b>
Timing of taxicab plate renewal issuance - priority list, identification requirement	September 29, 2014	Enforcement Office	<b>In progress</b>
Mobile Licensing Enforcement Practices	March 3, 2015	Enforcement Office	<b>Completed</b> Update to PVAC: 2016
Taxicab Mobile Applications	April 21, 2015	Enforcement Office	<b>Completed</b>
Consultant's Report	April 21, 2015	Enforcement Office	<b>In progress</b> <ul style="list-style-type: none"> <li>• March 3, 2015 – Update to PVAC</li> <li>• September 2015 – Final Report</li> </ul>
Issuance of Accessible Plates	March 3, 2015	Enforcement Office	<b>In progress</b> <ul style="list-style-type: none"> <li>• March 3, 2015 – Recommendation: PVAC-0007-2015</li> </ul> <ol style="list-style-type: none"> <li>1. That the email dated February 11, 2015 from Peter Pelier regarding a moratorium on the issuance of A-Plates be received;</li> <li>2. That a three month moratorium on the issuance of A-Plates be enacted and that five (5) current Temporary A-Plate applicants be exempt from the moratorium.</li> </ol>
Review of the Terms of Reference for PVAC	April 21, 2015	Clerk's Office	<b>Completed</b> <ul style="list-style-type: none"> <li>• April 21, 2015 – Recommendation:</li> </ul>

# Public Vehicle Advisory Committee 2015 Action List

Updated: JUNE 2015

			<p><b>PVAC-0014-2015</b>  That the Terms of Reference for the Public Vehicle Advisory Committee be referred back to staff to determine best practices with respect to committee quorum and the appointment of designates and report back to PVAC at the June 16, 2015 meeting.</p> <ul style="list-style-type: none"> <li>• June 17, 2015 – Recommendation from Governance Committee:</li> </ul> <p><b>GOV-0019-2015</b>  That the Terms of Reference for the Public Vehicle Advisory Committee be amended to not permit voting members who are unable to attend a meeting to appoint a designate to attend a meeting in their place, as per the usual practice for all committees of Council.</p> <p>This recommendation was subsequently adopted by City Council on June 24, 2015.</p>
Illegal Taxicab Operations – Best Practices Report	June 16, 2105	Enforcement Office	<p><b>In progress</b></p> <ul style="list-style-type: none"> <li>• June 16, 2015 – Recommendation:</li> </ul> <p><b>PVAC-0029-2015</b></p> <ol style="list-style-type: none"> <li>1. That the deputation by Yad Sidhu, Taxicab Industry with respect to illegal taxicab operations in Mississauga be received;</li> </ol>

# Public Vehicle Advisory Committee 2015 Action List

Updated: JUNE 2015

			<p><b>2. That members of the Taxicab Industry are invited to create a report regarding best practices in dealing with mobile taxicab applications from other cities and present that report at the September 22, 2015 meeting of the Public Vehicle Advisory Committee for consideration.</b></p> <p><b>This recommendation was subsequently amended at General Committee on June 17, 2015 and approved by City Council on June 24, 2015:</b></p> <p><b>GC-0470-2015</b></p> <p><b>1. That the deputation by Yad Sidhu, Taxicab Industry with respect to illegal taxicab operations in Mississauga be received;</b></p> <p><b>2. That staff be directed to report back on the best practices in dealing with mobile taxicab applications from other cities and present that report at the September 22, 2015 meeting of the Public Vehicle Advisory Committee for consideration.</b></p>