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## Public Vehicle Pilot Program Committee

**Date**

2016/10/25

**Time**

10:00 AM

**Location**

Civic Centre, Council Chamber,  
300 City Centre Drive, Mississauga, Ontario, L5B 3C1 Ontario

**Members**

Bonnie Crombie	Mayor
Karen Ras	Councillor - Ward 2 (Vice-Chair)
Ron Starr	Councillor - Ward 6 (Chair)
Al Cormier	PVAC Citizen Member Representative
Chris Schafer	TNC Sector Representative
Mark Sexsmith	Taxi Industry Representative

**Contact**

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1. **CALL TO ORDER**

2. **APPROVAL OF AGENDA**

3. **DECLARATION OF CONFLICT OF INTEREST**

4. **MINUTES OF PREVIOUS MEETING**

4.1. Minutes of the August 18, 2016 Public Vehicle Pilot Program Committee meeting

5. **DEPUTATIONS**

5.1. Jaskarun Singh, Taxi Industry to speak regarding the taxi industry.

5.2. Al Moore, Taxi Industry to speak regarding the taxi industry.

6. **MATTERS TO BE CONSIDERED**

6.1. Pilot Program Framework Summary

6.2. Benchmarking Study: Current Taxicab Regulations

6.3. Benchmarking Study: Transportation Network Company Regulations in Effect

6.4. Comments on Pilot Project for Transportation Network Companies - Submission from Al Cormier, PVAC Citizen Member Representative

6.5. Comparative Chart of Regulations - Submission from Chris Schafer, TNC Sector Representative

7. **INFORMATION ITEMS**

7.1. Last Request – Submission from Jaskarun Singh, Taxi Industry

7.2. CBC News – Woman Humiliated – Submission from Jaskarun Singh, Taxi Industry

8. **OTHER BUSINESS**

9. **DATE OF NEXT MEETING** - To be determined.

10. **ADJOURNMENT**

City of Mississauga  
**Minutes**



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## Public Vehicle Pilot Program Committee

**Date**

2016/08/18

**Time**

9:06 AM

**Location**

Civic Centre, Council Chamber,  
300 City Centre Drive, Mississauga, Ontario, L5B 3C1 Ontario

**Members Present**

Bonnie Crombie, Mayor  
Karen Ras, Councillor - Ward 2  
Ron Starr, Councillor - Ward 6  
Al Cormier, PVAC Citizen Member Representative  
Chris Schafer, TNC Sector Representative  
Mark Sexsmith, Taxi Industry Representative

**Staff Present**

Doug Meehan, Acting Director, Enforcement  
Daryl Bell, Manager, Mobile Licensing Enforcement  
Robert Genoway, Legal Counsel  
Mumtaz Alikhan, Legislative Coordinator  
Karen Morden, Legislative Coordinator

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<b>Public Vehicle Pilot Program Committee</b>	<b>2016/08/18</b>	<b>2</b>
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1. **CALL TO ORDER – 9:06 AM**

2. **APPROVAL OF AGENDA**

Mark Sexsmith, Taxi Industry Representative requested that item five on the Pilot Program Framework Summary, vehicular regulations, be revisited by the Committee, to which Councillor Starr advised that the discussion on item five was not completed at the last meeting and would be discussed during the meeting.

Approved (Mayor Crombie)

3. **DECLARATION OF CONFLICT OF INTEREST – Nil.**

4. **MINUTES OF PREVIOUS MEETING**

- 4.1. Minutes from the June 27, 2016 Public Vehicle Pilot Program Committee meeting  
Approved (A. Cormier)

5. **DEPUTATIONS**

- 5.1. Peter Pellier, Taxi Industry spoke regarding the current state of the Mississauga taxi industry, noting the emergence of Uber X and the impact on the taxi industry, the relationship between City Hall and the taxi industry, and requested that the Pilot Program Committee be disbanded.
- 5.2. Al Moore, Toronto Taxi Industry spoke regarding two websites that he started and invited the Committee to read the content online. Additionally, Mr. Moore suggested that the City could put out a tender for an established technology company to create a centralized smart phone app that would dispatch to all Mississauga taxi brokerages using vehicles licensed by the City.
- 5.3. Sami Khairallah, Taxi Brokerage Owner spoke regarding the current state of the Mississauga taxi industry, noting that discussions about how to regulate TNCs had been ongoing for two years, that Uber continues to operate in contravention of the current by-law, and the need for equal regulation. Further, Mr. Khairallah suggested that the City remove HST from the taxi meter rate to bring fares down and inquired as to whether the City would be prepared to file an injunction if Uber continued to operate in contravention of the by-law.
- 5.4. Jaskarun Singh, Taxi Industry spoke regarding the previous meeting on June 27, 2016 and apologized on behalf of the taxi industry for the outburst that occurred. Mr. Singh commented on how members of the taxi industry were feeling and spoke in support of equal regulation through the by-law. Further, Mr. Singh provided recent examples of

criminal charges on Uber drivers and spoke to the danger of driving while accessing the Uber app.

- 5.5. Harimohan Sharma, Taxi Industry spoke to the need for regulations on TNCs to protect public safety, noting that he felt that driving a customer was a privilege not a right, and spoke to a customer's recent negative experience with a TNC driver at the airport.

6. **MATTERS TO BE CONSIDERED**

6.1. Pilot Program Framework Summary

Mark Sexsmith, Taxi Industry Representative expressed that the industry feels that TNCs must meet equal regulations and noted that the taxi industry also employs part-time drivers, who must meet all of the same regulations as full-time drivers. Mayor Crombie asked Daryl Bell, Manager, Mobile Licensing Enforcement for confirmation, to which Mr. Bell confirmed that there were no differences and noted the strict regulations on taxi vehicles.

Mayor Crombie suggested that the Committee deal with Item 6.2 on the agenda first, being a comparison chart of regulations submitted by Chris Schafer, TNC Sector Representative, to which Councillor Starr suggested that they complete discussion on item five on the Pilot Program Framework Summary and then consider Item 6.2.

5. Types of Vehicles permitted in the Pilot, i.e. conventional, accessible, green, and/or other vehicle

Committee Members continued discussion on the Pilot Program parameters, based on the Pilot Program Framework Summary.

Al Cormier, PVAC Citizen Member Representative commented that he had voted in support of the Capture Option in the hopes of modernizing the taxi industry and the lack of action in doing so due to discussions related to the regulation of Uber. Mr. Cormier further commented on the need to test innovative technologies in the pilot program and spoke in support of the Public Vehicle Advisory Committee (PVAC) moving forward in working on modernizing the industry.

Mr. Sexsmith commented that he was in support of imposing the same vehicle requirements on TNCs as the taxi industry, to which Chris Schafer, TNC Sector Representative spoke to annual safety inspections and suggested that the maximum age of a vehicle should be ten years, opposed to the current by-law regulation of seven years maximum age. Mr. Sexsmith noted that ten year old cars in the taxi industry would be bad for pollution and noted further that ten year old vehicles are far less sophisticated with respect to safety features than more current model years.

Councillor Starr noted agreement with a seven year maximum vehicle age, to which Mr.

Bell agreed, noting that vehicles are stressed at seven years and that there is a possible one year extension based on an assessment of the vehicle by Mobile Licensing Enforcement. Mr. Bell further noted that under the current by-law, vehicles must be less than three years old to be licensed for the first time.

Mr. Schafer commented that no other municipalities had adopted a seven year maximum, to which Mr. Sexsmith noted that Toronto had a seven year maximum.

Councillor Ras requested clarification with respect to first-time licensing, to which Mr. Bell advised that vehicles must be less than three years old. Councillor Ras suggested that there be a maximum vehicle age of seven years without the three year vehicle age regulation, to which Mayor Crombie agreed.

Discussion amongst Members ensued with respect to public safety, maintenance records, semi-annual safety checks, and the responsibility to transport the public in a safe manner.

Mayor Crombie requested that staff provide information on other municipalities with respect to vehicle age and maximum mileage requirements at the next meeting.

Mr. Cormier suggested that Mississauga should follow Toronto's model, to which Mr. Sexsmith moved that pending further reports from staff, TNCs will adhere to the current by-law requirements regarding vehicles.

The Committee recommends that TNCs must meet City By-law vehicle requirements.

The Committee agreed to deal with Item 6.2 on the agenda at this time, with the understanding that after which, Item 6.1 would be continued.

6.2. By-law Comparison Summary - Submission from Chris Schafer, TNC Sector Representative

Mr. Schafer provided an overview of the By-law Comparison Summary he had submitted to the Committee, noting the differences in other municipalities in comparison with Mississauga with respect to regulations.

Mayor Crombie inquired whether staff had reviewed Mr. Schafer's chart with respect to accuracy, to which Mr. Bell advised that they had not yet reviewed it, advising that staff would review it and additionally would benchmark other municipalities across the province.

Mayor Crombie suggested that discussions be deferred on Mr. Schafer's By-law Comparison Summary until such time as staff could verify its authenticity. Mr. Sexsmith requested that staff add Calgary, Edmonton, Vancouver, and Montreal to the benchmarking, to which Mayor Crombie requested the addition of Guelph and London.

Mr. Sexsmith suggested that all items on the Pilot Program Framework Summary should be included in the benchmarking, to which staff agreed and noted that they would have it prepared for the next meeting.

Due to a disruption in the Council Chambers, Councillor Starr moved adjournment.

7. **INFORMATION ITEMS**

7.1. Letter dated June 30, 2016 from Hazel McCallion, referred by Council on July 6, 2016 to the Public Vehicle Pilot Program Committee  
No discussion took place on this item.

7.2. Correspondence from Peter Pellier, Taxi Industry  
No discussion took place on this item.

7.3. Correspondence from Jaskarun Singh, Taxi Industry  
No discussion took place on this item.

7.4. Correspondence from Mark Sexsmith, Taxi Industry Representative  
No discussion took place on this item.

8. **OTHER BUSINESS** – Nil.

9. **DATE OF NEXT MEETING** - Tuesday, October 25, 2016 – 10:00 AM, Civic Centre, Council Chambers

10. **ADJOURNMENT** – 10:42 AM

# Pilot Program Framework Summary

6.1. - 1  
Updated for  
2016/10/25 meeting

	PARAMETER	RECOMMENDATION
1.	Duration of Pilot	One year, with review at 3/6/9/12 months
2.	Number of vehicles, either permitted in total and/or allowed in service at any one time, in the Pilot	No cap on number of TNC vehicles.
3.	Restrictions on vehicle/driver hours of operation by time of day during the Pilot	None
4.	Restriction on vehicle/driver operation by location/geography during the Pilot	None
5.	Types of vehicles permitted in the Pilot, i.e. conventional, accessible, green, and/or other vehicle	TNCs must meet all Mississauga By-law vehicle requirements. TNCs are not required, during the pilot, to provide accessible vehicles.
6.	Model used to regulate TNCs during the Pilot, i.e. Equal Regulation, Self-Regulation with municipal audits with either municipally set standards or TNC set standards, or other	
7.	What data to collect and monitor to determine the success and/or impact of the Pilot	
8.	<p>Specific TNC regulations during the Pilot for licensing and training, operating conditions, rate setting and vehicle markings.</p> <p>Specifically, regulations related to:</p> <ul style="list-style-type: none"> <li>Cameras in vehicles – serve to protect the driver and passenger</li> <li>Medical certificates for drivers</li> <li>Driver training – written test (defensive, sensitivity, by-law orientation)</li> <li>English test for drivers</li> <li>Vehicle inspections</li> <li>Criminal records and driving records</li> </ul> <p>(continued on page 2)</p>	



# Pilot Program Framework Summary

6.1. - 2

Updated for  
2016/10/25 meeting

	<ul style="list-style-type: none"><li>• Insurance requirements</li><li>• Who will require a licence? (company, drivers, vehicles or all?)</li><li>• Fees – licence fee for the TNC, driver, vehicle or all?</li><li>• Vehicle markings – TNC decal or roof light</li><li>• Name and picture of driver clearly visible to a passenger</li><li>• Daily driver trip sheets</li><li>• Apps – requirements, City to approve?</li><li>• Fares – can fees be set by TNC, should surge pricing be used to get more drivers on the app which can hold a passenger captive until the fees come back down?</li><li>• Ability to hail, use taxicab stands</li></ul>	
9.	Number of TNCs to include in the Pilot, i.e. include only one or all/multiple TNCs	
10.	Requirement for an agreement between the participating TNC(s) and the municipality?	

**BENCHMARKING STUDY: CURRENT TAXICAB REGULATIONS**

6.2. - 1

ISSUE	BRAMPTON	BURLINGTON	GUELPH (Guelph Police Service)	HALTON HILLS	HAMILTON Report expected December 2016	MARKHAM	MILTON	NEWMARKET	OAKVILLE Report expected December 2016	RICHMOND HILL	VAUGHAN	MISSISSAUGA
Status of TNC regulation	Under review.	Under review	Under review	X	Under review.	Under review.	X	X	Under review.	Under review.	Under review.	Under review.
Model Year Restrictions	Initial: 5 Possible extension of 3 yrs.	Initial: 5 Maximum: 8	No.	No.	Initial: 2 Max: 6	Initial: 5 possible extension of 2 yrs.	Max: 8, possible extension of 1 yr.	Max: 10	Initial: 4 Max: 7 Possible extension up to 10 yrs.	Initial: 4, 5 if owner is the only driver. Possible extension up to 7 yrs.	Max: 7	Initial: <3 yrs. Max: 7 1 yr. extension with approval of Manager.
Safety Standard Certificate Required?	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Vehicle Inspection	Annual	Bi-annual	<3 years No inspection >3 years Bi-annual	Annual	<3 years Annual >3 years Bi-annual	Bi-annual	Annual	Annual	Bi-annual	Bi-annual	Annual	Bi-annual
Cameras	✓	✓	X	X	✓	X	X	X	X	X	X	✓
Medical Certificate	X	✓	X	✓	X	✓	✓	✓	X	✓	✓	✓
Training	✓	✓	X Companies provide the training.	X	✓	✓	✓	✓	✓	✓	✓	✓
Sensitivity Training	✓	✓	X Cab companies	✓	✓	✓	✓	✓	✓	✓	✓	✓

# BENCHMARKING STUDY: CURRENT TAXICAB REGULATIONS

6.2. - 2

ISSUE	BRAMPTON	BURLINGTON	GUELPH (Guelph Police Service)	HALTON HILLS	HAMILTON Report expected December 2016	MARKHAM	MILTON	NEWMARKET	OAKVILLE Report expected December 2016	RICHMOND HILL	VAUGHAN	MISSISSAUGA
English Language Assessment	✓	X	X	X	X	✓	✓	X	X	X	X	✓
Criminal Record Checks – Third party permitted?	X	X	X	X	X	X	X	X	X Accept accredited Canadian Police Service check if <30 days at time of application.	X	X	X
Drivers Abstract	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Demerit point specification	9	10	No threshold.	No threshold.	6	6	9	None. Appeals Committee.	10	6	9	6 or 1 HTA conviction: 4
Insurance	Automobile: \$2 m CGL: \$2 m	Vehicle: \$2 m No CGL	Automobile: \$3 m. No CGL	Automobile \$2 m CGL: \$2 m	Automobile : \$2m CGL: \$2m	Automobile: \$2m No CGL	Automobile: \$2m No CGL	Automobile: \$3 m	Automobile: \$2m	Automobile: \$5 m	Automobile: \$2m	Automobile liability insurance with limits of not less than two million dollars (\$2,000,000) per occurrence.

**BENCHMARKING STUDY: CURRENT TAXICAB REGULATIONS**

ISSUE	BRAMPTON	BURLINGTON	GUELPH (Guelph Police Service)	HALTON HILLS	HAMILTON Report expected December 2016	MARKHAM	MILTON	NEWMARKET	OAKVILLE Report expected December 2016	RICHMOND HILL	VAUGHAN	MISSISSAUGA
<b>Fees: Taxicabs Limousines TNC Vehicles</b>	<b>Taxi:</b> Broker: \$581 Owner: \$3616 Driver: \$90  <b>Limo:</b> Owner: \$252 Driver: \$90	<b>Taxi:</b> Broker: \$1040 Owner: \$3185 Driver: \$265  <b>Limo:</b> Owner: \$3185 Driver: \$265	<b>Taxi and Limo:</b> Dispatcher: \$75 Owner: \$250 Every additional vehicle: \$150 Driver: \$100	<b>Taxi and Limo:</b> Broker: \$270 Owner: \$270 Driver: \$70	<b>Taxi:</b> Broker: \$1143 Owner:\$4456 Driver: \$281  <b>Limo:</b> Owner: \$678 Driver: \$281	<b>Taxi and Limo:</b>  Broker: \$1,267. Owner: \$ 6,033 Driver: \$91	<b>Taxi and Limo:</b> Broker: \$300 Owner: \$480 Driver: \$124	<b>Taxi:</b> Broker: \$583 Owner: \$3,476 Driver: \$173  They do not licence limos.	<b>Taxi:</b> Broker: \$173 Owner: \$4393 Driver: \$196  <b>Limo:</b> Owner: \$634 Driver: \$255	<b>Taxi:</b> Broker: \$150 Owner: \$5000 Driver: \$45  <b>Limo:</b> Owner: \$275 Driver:	<b>Taxi:</b> Broker: \$371 Owner: \$6190 Driver: \$164  <b>Limo:</b> Owner: \$286 Driver: \$164	<b>Taxi:</b> Broker:\$486 Owner: \$997 Driver: \$178  <b>Limo:</b> Broker: \$486 Owner: \$442 Driver: \$178
<b>Data Collection</b>	<b>Brokerage:</b> Annual dispatched trips  <b>Driver:</b> Daily trip records/3 yr. retention.	<b>Brokerage/ Driver:</b> Daily trip records/6 mths	<b>Brokerage/ Driver:</b> Daily trip records/6 mths	<b>Brokerage /Driver:</b> Daily trip records/12 mths	<b>Brokerage /Driver:</b> Daily trip records/12 mths	<b>Brokerage:</b> Trip records/3 month retention  <b>Driver:</b> Daily trip sheet/12 mths	<b>Brokerage/ Driver:</b> Daily trip records/2 year retention	<b>Brokerage/ Driver:</b> Daily trip records/12 mths	<b>Brokerage/ Driver:</b> Daily trip records/6 mths	<b>Brokerage:</b> Trip records/3 month retention  <b>Driver:</b> Daily trip sheet/12 mth retention	<b>Brokerage/ Driver:</b> Daily trip records/6 mths	<b>Brokerage/ Driver:</b> Driver records/ dispatched order records/ Monthly.  <b>Driver:</b> Daily trip sheets /monthly/ 12 mth retention.

- Demerit points: We have only included the # of demerit points resulting in either refusal/revocation/suspension. Fewer demerit points may require driver to either complete training course, be interviewed by Licensing Manager, it is all based on the Licensing Manager and their internal process.
- Where there is no threshold for demerit points, refusal/revocation/suspension is based on convictions and may be subject to Licensing Manager review.
- No mileage restrictions for the maximum time that a taxicab can be on the road. There were only mileage restrictions for the mechanical fitness and safety inspections.

## BENCHMARKING STUDY: TRANSPORTATION NETWORK COMPANY REGULATIONS IN EFFECT

ISSUE	CALGARY	EDMONTON	LONDON	NIAGARA REGIONAL POLICE SERVICE (NRPS)	OTTAWA	TORONTO	WATERLOO	QUEBEC	MISSISSAUGA	UBER POSITION
<b>TNC regulations</b>  <b>Effective Date</b>	Effective April 4, 2016.	Effective March 1, 2016.	<u>Proposed regulations</u> July 19, 2016  Final report due Oct 26, 2016.	Effective July 21, 2016.	Effective September 30, 2016.	Effective July 15, 2016.	Effective Nov 1, 2016.	1 Yr. Pilot Project with Uber, published Sept 9, 2016.  Ministerial Decree Order #2016-16, published Sept 30, 2016.  Effective date TBD.	Effective June 8, 2016.	
<b>Who is licensed?</b>  <b>Company</b>  <b>TNC Driver</b>	 ✓  ✓	 ✓  ✓	 ✓  ✓	 ✓  ✓	 ✓  ✓	 ✓  ✓	 ✓  ✓	 ✓  ✓	 ✓  ✓	

ISSUE	CALGARY	EDMONTON	LONDON	NIAGARA REGIONAL POLICE SERVICE	OTTAWA	TORONTO	WATERLOO	QUEBEC	MISSISSAUGA	UBER POSITION
<b>Type of Vehicle Permitted?</b>										
<b>Model Year Restriction</b>	≤ 10 model yrs.	No restriction.	5 model yrs. for first time applications 8 model yrs. max.	≤ 10 model yrs.	≤ 10 model yrs.	≤ 7 model yrs.	No restriction.	<10 yrs.	Initial: < 3 yrs. < 7 model yrs. max. 1 yr. extension with approval of Manager.	
<b>Any other restriction?</b>	No.		4 doors.  No mileage restriction.		No.	4 dr. vehicle Max seating capacity 7 passengers + the driver.  From Dec. 1 to April 20 vehicle to have snow tires or all-weather tires.	Max seating capacity of six passengers or less (exclusive of driver).	<350,000 km odometer reading.  4 safety belts.  Solid roof.  At least 4 side doors.	Max seating capacity of six passengers or less.	
<b>Decal required?</b>	Small city-issued decal. Some TNCs have been approved for branding on a case-by-case pilot basis.	Under review.	Possibly a City licence that is a magnetic/removable.	Decal is magnetic/or other decal with TNC name operating as a TNC Vehicle, size of decal and position as approved by NRPS.	No.	Vehicle must have a TNC identifier in location approved by Director. Logos/ advertising permitted.	TNC logo allowed on any vehicle (200 sq. cms.)  City licence plate hangtag on mirror with permit # required.	Vehicle to be identified with a sticker issued by Uber.	Small decal identifying vehicle as approved by the Licence Manager.	

ISSUE	CALGARY	EDMONTON	LONDON	NIAGARA REGIONAL POLICE SERVICE	OTTAWA	TORONTO	WATERLOO	QUEBEC	MISSISSAUGA	UBER POSITION
<b>Mechanical Safety Certificate required?</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	
<b>Inspection Frequency?</b>	Annual	Annual	Annual	Annual	Annual	Annual if previous year mileage <40,000 km.	<3 yrs. or <75,000 km not required.	Annual	Bi-annual	
	Bi-annual inspections if >50,000 km accumulated since last inspection.  A provincially certified garage that meets requirements of Alberta Motor Vehicle Industry Council.	A provincially certified garage that meets requirements of Alberta Motor Vehicle Industry Council	Bi-annual for older vehicles (specifics TBD)  MTO certified garage.	MTO certified garage.	Bi-annual for all vehicles >5 yrs.  MTO certified garage.	Bi-annual for all vehicles >40,000 km  MTO certified garage	Annual for <10 years  Bi-annual for 10+ years  MTO certified garage.	Province permits Uber to use certified mechanics; must follow the regulations pertaining to safety standards on the road.		
<b>Who collects? Who is the information submitted to?</b>	Driver collects.  Submits to City.  TNC Driver to keep most recent record of inspection in TNC vehicle at all times.	Certificate must be kept in vehicle.  Safety certificate must be kept in vehicle and produced to an officer on demand.	TBD	Driver submits to TNC.  TNC submits to Niagara Police.  NRPS reviews.		Driver to TNC  TNC to City.  TNC and City both review.	Driver to TNC.  TNC submits to City.  Region audits.	Driver must keep the certificate in the vehicle.		
<b>City inspections?</b>	Random on-the-road vehicle inspections, Officer may issue orders for remedying deficiencies, etc.	On-the-road enforcement.	Enforcement can order immediate inspection within 24 hrs. at a garage designated by municipality.	NRPS can order inspection of vehicles for inspection at any time.		If Officer has concerns, directs driver to take vehicle to garage immediately.	Quarterly/random vehicle auditing: 25% of total fleet.	Random on-the-road inspections.	Two mandatory vehicle inspections.  Random-on-the-road inspections.	

ISSUE	CALGARY	EDMONTON	LONDON	NIAGARA REGIONAL POLICE SERVICE	OTTAWA	TORONTO	WATERLOO	QUEBEC	MISSISSAUGA	UBER POSITION
<b>Cameras</b>	✓	X	✓	X	✓	✓	X	Not covered in the project/ decree.	✓	
<b>Taxis</b>										
<b>TNC's</b>	X (Must install if accepting cash).	X	X	X	X	X Under review.	X		✓	
<b>Driver Medical Certificate required?</b>										
<b>Taxis</b>	X*	X*	X	X	X	Manager discretion.	X	✓ *	✓	
<b>TNCs</b>	X*	X*	X	X	X	X	X	✓ *	✓	
<b>Driver Training required?</b>										
<b>Taxis</b>	✓	X	X	✓	X	X	✓	✓ **	✓	
<b>TNCs</b>	X	X	X	X	X	X	✓	✓	✓	
<b>Provider?</b>	City provides training to taxi drivers.	Taxi and TNC companies to deliver training.	Proposal: Offer online training quiz at no cost.	Taxis: NRPS provides  TNC provides.		TNC provides training.	TNC to provide training.	TNC to provide training.	City provides training.	



ISSUE	CALGARY	EDMONTON	LONDON	NIAGARA REGIONAL POLICE SERVICE	OTTAWA	TORONTO	WATERLOO	QUEBEC	MISSISSAUGA	UBER POSITION
<b>Sensitivity Training</b>	✓	✓	X	✓	✓	✓	✓	✓ **	✓	
<b>Taxis</b>										
<b>TNCs</b>	✓	✓	X	X	X	X	✓	✓	✓	
<b>Provider?</b>	City provides training to TNCs.  Broker or City provides training to the taxi drivers.	Taxi and TNC companies to deliver training.		NRPS provides training to taxi drivers.  TNC provides.		TNC provides training.  Under review.	Taxi/TNC companies to provide training.  Under review.	TNC to provide training.		
<b>English Language Assessment required?</b>	X	X	X	X	X	X	X	X	✓	

ISSUE	CALGARY	EDMONTON	LONDON	NIAGARA REGIONAL POLICE SERVICE	OTTAWA	TORONTO	WATERLOO	QUEBEC	MISSISSAUGA	UBER POSITION
<b>Criminal Record Checks (CRC) required?</b>	✓	✓	✓	✓	✓	✓	✓	✓	✓	
<b>Third party permitted?</b>	X	X	X	X	X	✓	✓	✓	X	
<b>Who screens?</b>	Calgary Police Service	Edmonton Police Service.	Local Police Service.	NRPS	TNC screens.	Police submits to TNC.	TNC screens based on Regions criteria.	TNC to screen according to Provinces' criteria.	City screens.	
<b>Who collects/reviews?</b>	Police Service submits information directly to the City and TNC simultaneously.  City reviews.	TNC collects and submits to City.  Submitted to City for review.	Driver submits individually via broker for the initial application; during licence renewal period the applicant can sign affidavit that the CRC has not changed.  TNC and City review; City has final approval.	NRPS	Ottawa audits.	TNC to City.  PTC reviews, but City has final approval.	TNC to Region.  Region audits.	Third party permitted provided that the process respects the Quebec Charter of Rights and Freedoms.		

ISSUE	CALGARY	EDMONTON	LONDON	NIAGARA REGIONAL POLICE SERVICE	OTTAWA	TORONTO	WATERLOO	QUEBEC	MISSISSAUGA	UBER POSITION
<b>Drivers History/ Abstract Required?</b>	✓	X ***	✓	✓	✓	✓	✓	✓ ***	✓	
<b>Demerit Points Review?</b>	✓		✓	X	✓	✓	✓		✓	
<b>Who collects/ screens?</b>	City accesses provincial driver's license database. It is checked by the municipality licensing clerks.		Driver submits MTO abstract individually or via a broker for the initial application; during the licence renewal period the applicant may sign an affidavit indicating that the abstract has not changed.  City screens.	Niagara Police Service conducts driver licence checks.	TNC screens.  City audits.	MTO to TNC  TNC screens;  City has final approval	TNC screens based on Region's criteria.  TNC to Region.  Region audits.		City screens	
<b>Insurance</b>	The vehicle must be insured by a policy that has been approved by the Alberta Superintendent of Insurance. \$1 m third party liability \$2 m when fare accepted.	The vehicle must be insured by a policy that has been approved by the Alberta Superintendent of Insurance. \$1 m third party liability \$2 m when fare accepted.	\$2 million for full- time commercial insurance coverage.	General Liability Insurance \$5 million.  Automobile insurance of \$2 million.	General Liability insurance \$5 million.  Automobile insurance of \$2 million.	General Liability insurance \$5 million.  Automobile insurance of \$2 million.	General Liability insurance \$5 million.  Automobile insurance of \$2 million.	Uber to ensure that any driver partner meet applicable requirements of the AMF (Autorité des marchés financiers).	Automobile liability insurance with limits of not less than two million dollars (\$2,000,000) per occurrence.	
<b>Who submits? /reviews?</b>	TNC to provide to City.  City reviews.	TNC submits insurance to City.  City reviews.		TNC submits to NRPS.  NRPS reviews.		Insurance company completes form; submits directly to City.  City reviews.	TNC provides to Region.  Region reviews.			

ISSUE	CALGARY	EDMONTON	LONDON	NIAGARA REGIONAL POLICE SERVICE	OTTAWA	TORONTO	WATERLOO	QUEBEC	MISSISSAUGA	UBER POSITION
<b>Data Collection</b>	<p>Electronically from the TNC.</p> <p>Weekly trips sheets. Vehicles count by hr. of day and day of week.</p> <p>Drivers list to be provided.</p>	Electronically from the TNC	Under review.	<p>TNC creates passenger and driver accounts and submits for audit upon request.</p> <p>TNC to provide a weekly list of all drivers, their identification and per trip charges on a monthly basis.</p>	<p>TNC must maintain data relating to trips.</p> <p>Chief Licence Inspector has direct access to the PTC software, application, or communications platform or digital network (in real time).</p>	PTC needs to maintain driver information, trip fare and geography. Information downloaded electronically from Uber database to the City.	<p>TNC to provide statistics on a quarterly basis (rides, fares).</p> <p>Must provide access to electronic or paper source of information.</p>	<p>Uber to provide monthly reports/documents to the Ministry of Transport, Sustainable Mobility and Transportation Electrification to allow it to ensure all obligations under the agreement are being met.</p>	<p>TNC/Taxicab brokerages to keep driver records, dispatched order records/monthly</p> <p>Driver to keep daily trip records.</p> <p>Trip information must be provided to the Licence Manager on the 10<sup>th</sup> of each month.</p>	
<b>Driver Identification: App ID? ID Card?</b>	App.	Either App or ID Card	ID Card.	App.	Either App or ID Card.	App.	Either App or ID Card.	Not covered in the agreement.	ID Card/Paper licence.	

ISSUE	CALGARY	EDMONTON	LONDON	NIAGARA REGIONAL POLICE SERVICE	OTTAWA	TORONTO	WATERLOO	QUEBEC	MISSISSAUGA	UBER POSITION
<b>Fees:</b>  <b>Taxicabs</b> <b>Limousines</b> <b>TNC Vehicles</b>	<b>Taxis:</b> Broker: \$1753 Driver: \$135 Owner: \$877  <b>Limos:</b> Owner: \$703 Driver: \$135  <b>TNC:</b> Driver: \$220 TNC: \$1753	<b>Taxis and Regional PTP's</b> Dispatcher/ Broker: \$1000 Vehicle: \$400 Driver: \$100/ 2 years or \$60/year  <b>Commercial PTPs:</b>  Dispatch: \$50,000 Vehicle/Driver: \$0	<b>Taxi and Limousine</b> Driver Licence \$10/ monthly fee Owner licence \$750 annual Broker Licence \$400 annual  Considering quarterly licences	<b>Taxis</b> Licence: \$1250 Broker: \$150 Driver: \$125  <b>Speciality/ Limousine</b> Licence: \$1250 Driver: \$100  <b>TNC</b> 1 – 24 Vehicles: \$1,000.00 25-99 Vehicles: \$2,500.00 100 + Vehicles: \$7,500.00 Broker Licence Fee: \$7500 No Driver Fee.	<b>Taxis</b> Licence: \$96.00  <b>PTC/Taxi:</b>  1-24 vehicles: \$807  25-99 vehicles: \$2,469  100+ vehicles \$7,253	<b>Taxis</b> Broker \$403 Owner \$1062 Driver \$130 *Taxicab Operator \$500  <b>Limousine</b> Limousine Owner \$1147 Limousine Broker \$405  <b>PTC</b> PTC Application: \$20,000 PTC fee/driver: \$15.00	<b>Metered taxis and Auxiliary taxis</b>  <b>Region Issued:</b> Taxi Owner: \$600 TNC: \$300 Driver: \$120  <b>Broker Issued:</b> Taxi Owner: \$300 TNC: \$150 Driver: \$60 30 day taxicab driver license: \$10  <b>TNC and Taxi: Broker Fee (by fleet size)</b> 1-50: \$150 51-100: \$300 101-150: \$600 151-200: \$1,200 201-500: \$2,400 501-999: \$4,800 1000-2999: \$50,000 3000+ : \$22 per vehicle.	<b>TNC/ Taxi Owner's Permit</b>  \$268  TNC to pay Minister quarterly instalment (estimated duties) of \$1.1m.  Charge per trip by # of hrs. worked/ week: 0 – 50,000 hrs./week 0.97c  50,001 – 100,00 hrs/week: \$1.17  100,001 – 150,000 hrs./week: \$1.33  150,000+ hrs./week: may be adjusted on the basis of preliminary results by amending the pilot project.	<b>Taxis/TNC:</b>  Taxi Broker:\$486  Taxicab Driver: \$178  Taxicab Owner: \$997	

ISSUE	CALGARY	EDMONTON	LONDON	NIAGARA REGIONAL POLICE SERVICE	OTTAWA	TORONTO	WATERLOO	QUEBEC	MISSISSAUGA	UBER POSITION
<b>Fare rate</b>	Taxi: \$3.80/ first 120 metres. \$0.20 for each additional 120m or any portion thereof when travelling >20.24 km/hr TNC can set rates.	Taxi \$3.60/ first 135 metres for solicited taxi rides. Additional taxi charges: \$0.20 for each additional 135m \$0.20 for each additional 24 seconds waiting time. TNC: \$3.25 min / pre-arranged trips via an app. Per Trip Fee: \$0.06	Taxi:\$3.50/ first 57 metres or the first 11 seconds while travelling < 17 km/hr \$0.25 for each additional 130m \$0.25 each additional 26 seconds of time travelling <17 km/hr. TNC:	Taxi and TNC: \$3.75 min/per trip Additional taxi charge: \$0.27 per 110m. TNC: Per Trip Fee: \$0.11	Taxis: \$3.45 /first 150m. \$0.16 for each additional 86m. \$0.16 for each additional 24 seconds waiting time. TNC: Per Trip Fee: \$0.11	Taxis: \$3.25/ first 0.143 km. \$0.25 for each additional 0.143 km \$0.25 for each additional 29 seconds waiting time. \$2 for each additional passenger >4. TNC can set its own fare. Consumer to decide to accept or not. TNC: Per trip charge \$0.30	TNC can set its own fare. Consumer to decide to accept or not. Taxi: \$3.50/trip \$2.10/km \$31.20/hr. waiting/contract. Taxi can charge TNC rate if fare is booked via app. TNC: Per Trip fee: \$0.11	Taxi and TNC: \$3.45 per trip. \$0.85/ per km \$0.20/ 60 seconds waiting time. TNC to inform Minister of basic rate change. In event of disaster/ Emergency, Uber to limit rate increase by 1.5 only.	Taxi: \$4.25/ first 141 metres. \$0.25 for each additional 141m. \$0.25 / 30 seconds waiting time. \$1.50 for each additional passenger >4.	
<b>Surge Pricing?</b>	✓	✓	✓	✓	Under review.	✓	✓	✓	Meter rate in effect.	
<b>Hailing permitted?</b>	X	X	X	X	X	X	X	X	X Hail market /meter rate.	

\* Provincial operator's licence requires medical examination for licences.

\*\* Provincial operator's licence includes a training component.

\*\*\*Provincial licence must be valid at time of application/renewal (includes driver screening).

**Note:** This information is subject to change as TNC regulations/policies are developed and amended among municipalities.  
Surge pricing is only permitted for TNC's and taxis dispatched **via an App**.

**CITY OF MISSISSAUGA**  
**COMMITTEE ON PILOT PROJECT FOR TRANSPORTATION NETWORK COMPANIES**  
**COMMENTS BY AL CORMIER FOR MEETING OF OCTOBER 25, 2016**

**Highlight**

This report recommends that we stop current activities attempting to develop and agree on parameters for a pilot project to allow Transportation Network Companies (TNCs) to operate in Mississauga. It further recommends that PVAC focus its activities in modernizing the current taxi by-law and that the City engage its transportation planners and policy strategists in determining which of the ‘shared mobility’ opportunities coming from many private sector companies are appropriate to Mississauga’s residents. Expecting the Mobile Enforcement Unit to examine these many innovations is unreasonable given its existing large workload. The Unit should of course be consulted as appropriate.

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 To quote from a recent Mowat Centre Study titled: *Sharing the Road - The Promise and Perils of Shared Mobility in the GTHA*:

*“The Greater Toronto and Hamilton Area’s (GTHA) transportation system faces significant challenges related to congestion, long commute times and limited integration across the region.*

*At the same time, global trends and emerging technologies are disrupting traditional modes of mobility. The arrival of the “sharing economy” – in which online marketplaces allow consumers to forgo ownership and purchase real-time access to specific products or services instead – has governments around the world scrambling to respond effectively. For decision-makers, these developments present major opportunities and challenges for improving the region’s transportation system.*

*For consumers, “shared mobility” – which describes the innovations in mobility enabled by the sharing economy – offers the possibility of significant benefits, including more convenient and less costly transportation options. More broadly, these emerging business models have the potential to limit greenhouse gas emissions, reduce congestion and fill gaps in the GTHA’s transportation system. Alongside these potential benefits come challenges, however, as shared mobility stands to disrupt many existing services and traditional jobs associated with them within the transportation system, as well as threatening to undermine policies designed to support equity and accessibility.*

The remainder of the Executive Summary from this study is in Appendix 1 to this report.

UBER, UBERX, UBER POOL, UBER WAV, LYFT, +HOP, RIDE CO, OPEN RIDE, and NETLIFT are some of the many existing 'sharing economy' innovations and more are likely to come down the road. Our Pilot Project Committee is facing great challenges in defining suitable parameters for a pilot project to allow Transportation Network Companies (TNCs) in Mississauga. UBER is the only TNC company that has shown interest in our work so far and given the decisions already made by this committee, UBER is not likely to be able to offer its services in such a pilot program. If that is confirmed, I recommend that we cancel further meetings of this committee as the work to date has led to sustained opposition from the current taxi industry and further committee work will lead to more frustration and not likely attract any TNCs to offer pilot project services. It could be argued that UBER's activities in Mississauga in recent years could be analyzed as if it were a pilot project, if UBER wishes to release some of its data.

This does not mean the end of considering 'shared mobility' options by the City. Some of these options may well complement transit services in low density areas, or offer opportunities to reduce congestion and resulting emissions from ways not yet imagined by the City, its staff and residents. It is my view that a full consideration of these 'shared mobility' options will be an ongoing activity that should be tasked to the City's transportation planners and strategists and not to the Mobile Enforcement Unit which has its hands full with currently licenced services. Staff assigned to examining these options will of course want to consult their colleagues in other cities and be informed by Provincial actions in this regard, if the Province responds to the many recommendations that they play a lead role in sorting out these complex options.

I further recommend that PVAC returns to its regular agenda of improving the taxi industry by giving full consideration to the Dan Hara report and by pursuing further amendments aimed at modernizing the taxi by-law so that existing licenced operators are given more flexibility to meet ongoing challenges from new and innovative services operating with or without licences in the city.

Al Cormier  
September 20, 2016



## APPENDIX 1

*Consequently, policymakers should adopt approaches that are proactive, flexible, innovative and collaborative to ensure that the benefits of shared mobility are secured while avoiding its potential pitfalls. More specifically, transportation strategies in the GTHA must incorporate shared mobility services by improving support for multi-modal transportation – the use of multiple modes of transportation (e.g. bike and subway) as parts of a single trip – and encouraging more public-private partnerships between transportation providers. Furthermore, several key issues must be addressed, ranging from specific concerns about taxation to issues that are broader in scope such as the inclusiveness of our transportation system.*

*Simply maintaining the status quo poses a significant risk for the GTHA, namely a fragmented transportation system that does not meet the needs of the region’s residents. However, lessons from other jurisdictions illustrate that governments and public transit agencies can work proactively and collaboratively to help prevent such outcomes and effectively harness shared mobility for the public good.*

*This report offers six broad recommendations for building a robust and flexible system that can effectively respond to the emergence of shared mobility:*

- 1] Expedite regulatory reform*
- 2] Prioritize partnerships*
- 3] Ensure open data, technological neutrality and interoperability*
- 4] Develop leadership and coordination mechanisms*
- 5] Re-align incentives to promote shared mobility*
- 6] Embrace emerging technologies*

*Notably, this report recommends that the Government of Ontario lead and develop a flexible and responsive regulatory framework. This framework should aim to integrate shared mobility into the GTHA’s transportation system by using it to better enable multi-modal travel. Specific recommendations range from calling for all GTHA municipalities to quickly develop frameworks for regulating ride-sourcing services such as UberX – something that has already been done in Toronto but is at various stages in other municipalities – to launching more partnerships between public transit and private shared mobility providers.*

*Overall, if it is integrated into the transportation system appropriately, shared mobility offers the GTHA a number of significant positive opportunities that policymakers should seize. However, doing so will require a willingness to explore new ways of doing business. As part of these efforts, policymakers will need to more fully embrace the ideal of a “customer-first transportation system,” as laid out in *The Big Move*, the region’s transportation plan.*

*Clearly, the arrival of Uber in the GTHA and in cities around the world has demonstrated the risks that taking a passive approach to innovation can create for policymakers. The GTHA’s transportation system cannot afford to repeat the past two years of regulatory uncertainty and unpredictability. Policymakers in today’s age need to proactively seize the initiative and work with foresight and vision toward solutions that harness new technological innovations for the advancement of the transportation system’s overarching objectives. This final lesson is particularly important given the similar, but more serious and far-reaching, challenges*

*associated with the imminent arrival of automated vehicles and the next wave of transportation innovation.*

**SUMMARY**

Table compares/contracts policy areas across cities. See related tables for further detail. PTC = Private Transportation Company (i.e. Uber/TNC)

ISSUE	NIAGARA REGION BYLAW	TORONTO BYLAW	OTTAWA BYLAW	EDMONTON BYLAW	WATERLOO DRAFT BYLAW	MISSISSAUGA BYLAW	UBER POSITION
<b>Cameras</b>	No	No	No	No	No	Yes	<b>X</b> No
<b>Medical Certificate</b>	No	No	No	No	No	Yes  Physician certificate	<b>X</b> No
<b>City Driver Training</b>	No  PTCs provide training to drivers	No  PTCs provide training to drivers	No  PTCs provide training to drivers	No  PTCs provide training to drivers	No  PTCs provide training to drivers	Yes  Written test re bylaw, geography, street guide, destinations  Every 5 years: <ul style="list-style-type: none"> <li>• Taxicab Driver Orientation Training Course</li> <li>• Sensitivity Training Course</li> <li>• Defensive Driving Course</li> <li>• Robbery Prevention Course</li> </ul>	<b>X</b> No  PTCs provide training to drivers

ISSUE	NIAGARA REGION BYLAW	TORONTO BYLAW	OTTAWA BYLAW	EDMONTON BYLAW	WATERLOO DRAFT BYLAW	MISSISSAUGA BYLAW	UBER POSITION
<b>English Test</b>	No	No	No	No	No	Yes  Cdn. Language Benchmarks Assessment Standard competency or valid Ont. secondary school graduation diploma or equivalent	<b>X</b> No
<b>Vehicle Age</b>	10 year max	7 year max	10 year max	10 year max	>10 years max	No vehicle > 3 years may be registered first time  7 year max	✓ 10 years
<b>Vehicle inspection</b>	Yes  Annual Safety Standard Certificate	Yes  Annual Safety Standard Certificate if < 40,000 KMs in prior year  Twice Annual Safety Standard Certificate if > 40,000 KMs in prior year	Yes  Annual Safety Standard Certificate if vehicle = or < then 5 years old  Twice Annual Safety Standard Certificate if vehicle > 5 years old	Yes  26-point vehicle inspection at any licensed mechanic	Yes  Safety Standard Certificate if vehicle > 3 years old or > 75,000 KMs  Twice Annual Safety Standard Certificate if vehicle = or > 10 years old	Yes  Annual Safety Standard Certificate  + 2 inspections annually for each Taxicab	✓ Yes annual vehicle inspection

ISSUE	NIAGARA REGION BYLAW	TORONTO BYLAW	OTTAWA BYLAW	EDMONTON BYLAW	WATERLOO DRAFT BYLAW	MISSISSAUGA BYLAW	UBER POSITION
<b>Criminal Record Checks</b>	Online  Check initiated online by driver and check done of identical police databases by Ontario police with result delivered to Uber through 3rd party intermediary (background check vendor)	Online  Check initiated online by driver and check done of identical police databases by Ontario police with result delivered to Uber through 3rd party intermediary (background check vendor)	Online  Check initiated online by driver and check done of identical police databases by Ontario police with result delivered to Uber through 3rd party intermediary (background check vendor)	Online  Check initiated online by driver and check done of identical police databases by Ontario police with result delivered to Uber through 3rd party intermediary (background check vendor)	Online  Check initiated online by driver and check done of identical police databases by Ontario police with result delivered to Uber through 3rd party intermediary (background check vendor)	In person  Require driver to go in person to police station for check and result delivered to City by driver applicant	✓ Online  Check initiated online by driver and check done of identical police databases by Ontario police with result delivered to Uber through 3rd party intermediary (background check vendor)
<b>Driver Record Screening</b>	Online (≠ 8 pts)  Permits background check vendor to run check through MTO database and deliver result to Uber to provide to City	Online (≠ 8 pts)  Permits background check vendor to run check through MTO database and deliver result to Uber to provide to City	Online (≠ 8 pts)  Permits background check vendor to run check through MTO database and deliver result to Uber	Online (n/a)  Permits background check vendor to run check through database and deliver result to Uber	Online ((≠ 6 pts)  Permits background check vendor to run check through MTO database and deliver result to Uber	In person ((≠ 6 pts)  Require driver to submit MTO driver record abstract to City	✓ Online (≠ 8 pts)  Background check vendor to run check through MTO database and deliver result to Uber

ISSUE	NIAGARA REGION BYLAW	TORONTO BYLAW	OTTAWA BYLAW	EDMONTON BYLAW	WATERLOO DRAFT BYLAW	MISSISSAUGA BYLAW	UBER POSITION
<b>Insurance</b>	<p>✓ Intact ridesharing insurance</p> <p>Require PTC obtain minimum insurance \$5 million Commercial Liability + \$2 million Non-Owned Automobile insurance</p>	<p>✓ Intact ridesharing insurance</p> <p>Require PTC obtain minimum insurance \$5 million Commercial Liability + \$2 million Non-Owned Automobile insurance</p>	<p>✓ Intact ridesharing insurance</p> <p>Require PTC obtain minimum insurance \$5 million Commercial Liability + \$2 million Non-Owned Automobile insurance</p>	<p>✓ Intact ridesharing insurance</p> <p>Proof satisfactory to City that vehicle and all persons who may drive it are covered under valid commercial insurance or other valid insurance that meets all applicable requirements for driving vehicle for hire in Alberta</p>	<p>✓ Intact ridesharing insurance</p> <p>Require PTC obtain minimum insurance \$5 million Commercial Liability + \$2 million Non-Owned Automobile insurance</p>	<p>Automobile liability insurance with limits of not less than \$2 million per occurrence</p>	<p>✓ Intact ridesharing insurance</p> <p>Uber supports Bylaws (like Ottawa, Toronto and Niagara Region) that are designed to operate in conjunction with FSCO approved ridesharing insurance products</p>

ISSUE	NIAGARA REGION BYLAW	TORONTO BYLAW	OTTAWA BYLAW	EDMONTON BYLAW	WATERLOO DRAFT BYLAW	MISSISSAUGA BYLAW
Vehicle Camera	No	No	No	No	No	Yes
<p>Uber does not support in-vehicle cameras:</p> <p><b>Why vehicle cameras are not required for PTC/ridesharing vehicles?</b></p> <ul style="list-style-type: none"> <li>• PTCs (Uber) and Limos only accept pre-arranged rides. Limos have historically not required a camera. Uber and Limo are more alike in this regard because trips are pre-arranged.</li> <li>• Pre-arranged trips through an app (with driver and vehicle information and ratings provided to the customer, and customer identification provided to the driver, with computerized records of the information) provides additional security.</li> <li>• PTCs (Uber) do not accept cash / drivers don't carry cash. Thus, reduced risk of theft as cash payment not accepted.</li> <li>• Pre-arranged rides where information of both parties is shared between parties and the PTC (Uber) adds a level of security that does not exist with taxi.</li> <li>• Should event occur in vehicle identity of both individuals is documented.</li> <li>• Cameras required for taxi because taxis pick-up unknown persons on street by street hails / taxi stand. Cameras add a measure of protection for taxi drivers where other such protections inherent in Limo and PTC (Uber) model do not exist.</li> <li>• Cameras while not contributing to additional safety for vehicle occupants as outlined above, at a cost of \$1,000+, represents a significant barrier to entry for ridesharing drivers, a majority whom drive for less than 10 hours a week.</li> </ul> <p><b>What Uber does currently:</b></p> <ul style="list-style-type: none"> <li>• Uber trips pre-arranged. No anonymity in Uber vehicles. GPS monitoring.</li> <li>• "Share Location" from Uber app with contact: Ride can share trip details + live GPS routing with loved ones.</li> <li>• Driver ratings &amp; real-time feedback in app, responded to by Uber 24 hours.</li> <li>• Uber has 24/7 support + Emergency Response Team + Law Enforcement Response Team.</li> <li>• Uber works with law enforcement to support production orders and data sharing (GPS trip data, etc.) to facilitate police investigations/prosecutions.</li> </ul>						

ISSUE	NIAGARA REGION BYLAW	TORONTO BYLAW	OTTAWA BYLAW	EDMONTON BYLAW	WATERLOO DRAFT BYLAW	MISSISSAUGA BYLAW
<b>City Driver Training/ English Language Test</b>	No  PTCs provide training to drivers  No English testing	No  PTCs provide training to drivers  No English testing	No  PTCs provide training to drivers  No English testing	No  PTCs to train drivers  No English testing	No  PTCs to train drivers  No English testing	Yes  Written test re bylaw, geography, street guide, destinations + testing every 5 years re robbery prevention, etc.  English language testing
<p>Uber does not support city run/mandated driver training and english language testing:</p> <ul style="list-style-type: none"> <li>Independent studies (i.e. KPMG in Ottawa) show Uber without traditional training course already outperforms taxi on customer service measures.</li> <li>Drivers no longer need to rely on map/destination training as apps log destinations automatically for drivers.</li> <li>Driver ratings and real-time feedback on customer service in app allows customers to apply effective customer service "discipline".</li> <li>English language testing is barrier to jobs for recent immigrants considering how technology in Uber app can break barriers down.</li> </ul> <p><b>What Uber does currently:</b> For prospective and current Uber driver partners, video training is available online, see: <a href="#">The Uber Experience</a>. See also <a href="#">Uber Driver Partner App</a>. Partners can also come into Partner Support Centres for assistance. Uber in app 5-star rating + written feedback in app on each trip ensures better customer service. Feedback is anonymized and provided to driver to enhance customer service.</p> <p>Remedial training is available through a 3rd party, online provider <a href="#">R3Z Solutions</a>.</p> <p><b>Warning:</b> When an Uber driver partner is warned, they can take an online course called "Quality Improvement General" and it is a 40-60 minute self-directed class. It is meant to help them out before potential deactivation. The link for this course is: <a href="https://t.uber.com/qualitywarning">t.uber.com/qualitywarning</a>.</p> <p><b>Deactivation:</b> In the event of temporary deactivation due to quality issues, Uber driver partners are sent an email along with a course link. This course is "Quality Improvement Recovery" and is 85-100 minutes and is done 1x1 with an instructor. In order for someone to be reactivated they must complete this course and enrolment and completion is validated with the course provider. The link for this course is: <a href="https://t.uber.com/deactivation">t.uber.com/deactivation</a>.</p>						



ISSUE	NIAGARA REGION BYLAW	TORONTO BYLAW	OTTAWA BYLAW	EDMONTON BYLAW	WATERLOO DRAFT BYLAW	MISSISSAUGA BYLAW
<b>Vehicle Age</b>	10 year max	7 year max	10 year max	10 year max	>10 years max	No vehicle > 3 years may be registered first time  7 year max
<p>Uber supports a 10 year vehicle age limit:</p> <ul style="list-style-type: none"> <li>• Annual vehicle inspection and spot checks by City licensing staff provides assurance of safe vehicles on roads</li> <li>• Uber driver vehicles are personal family vehicles they use personally to transport loved ones</li> <li>• Majority of Uber drivers on Uber platform &lt; 10 hours/week.</li> <li>• A lower year vehicle age limit as compared to a 10 year age limit would disqualify many current PTC (Uber) driver partners and reduce jobs</li> </ul> <p><b>What Uber currently does:</b></p> <ul style="list-style-type: none"> <li>• 26-point annual vehicle inspection by certified/licensed mechanic in province of Ontario or safety standard certificate where required by recent bylaws.</li> <li>• Driver ratings and real-time written feedback in app, monitored and responded to in real-time 24/hours a day. Uber riders can also respond to a receipt and share information about customer service or safety concerns (i.e. broken windshield, noisy engine, etc.).</li> </ul>						

ISSUE	NIAGARA REGION BYLAW	TORONTO BYLAW	OTTAWA BYLAW	EDMONTON BYLAW	WATERLOO DRAFT BYLAW	MISSISSAUGA BYLAW
<b>Vehicle inspection</b>	Yes  Annual Safety Standard Certificate	Yes  Annual Safety Standard Certificate if < 40,000 KMs in prior year  Twice Annual if > 40,000 KMs in prior year	Yes  Annual Safety Standard Certificate if vehicle = or < then 5 years old  Twice Annual if vehicle > 5 years old	Yes  26-point vehicle inspection at any licensed mechanic	Yes  Safety Standard Certificate if vehicle > 3 years old or > 75,000 KMs  Twice Annual if vehicle = or > 10 years old	Yes  Annual Safety Standard Certificate  + 2 inspections annually for each Taxicab
<p>Uber supports:</p> <ul style="list-style-type: none"> <li>• Annual vehicle inspection</li> <li>• Uber driver vehicles are personal family vehicles used to transport loved ones. Most personal vehicles sit idle majority of day.</li> <li>• PTC (Uber) driver-partners should be able to get inspection at any city/provincially licensed mechanic facility instead of having them come to one city licensed garage during business hours is difficult considering many driver-partners have other full-time / part-time jobs and drive a few hours per week to supplement their income.</li> <li>• Majority of Uber drivers on Uber platform &lt; 10 hours/week.</li> </ul> <p><b>What Uber currently does:</b></p> <ul style="list-style-type: none"> <li>• 26-point annual vehicle inspection by certified/licensed mechanic in province of Ontario - OR - annual safety standard certificate where required.</li> <li>• Driver ratings and real-time written feedback in app, monitored and responded to in real-time 24/hours a day. Uber riders can also respond to a receipt and share information about customer service or safety concerns (i.e. broken windshield, noisy engine, etc.).</li> </ul>						

ISSUE	NIAGARA REGION BYLAW	TORONTO BYLAW	OTTAWA BYLAW	EDMONTON BYLAW	WATERLOO DRAFT BYLAW	MISSISSAUGA BYLAW
<b>Criminal Record Checks / Driver Record Screening</b>	Online	Online	Online	Online	Online	In person
<p>Uber supports our existing process whereby checks are initiated online by driver and check done of identical police databases by Ontario police and MTO databases with result delivered to Uber through 3rd party intermediary (background check vendor). This process enables a prospective Uber driver-partner to initiate searches of the same databases by police/ other authorities without need to take time off work to go in person to City Hall, etc.</p> <p><b>What Uber does currently:</b></p> <p>Uber contracts with screening providers such as ISB Canada. These providers have relationships with local police forces (i.e. Cobourg, ON) that search the National Repository of Criminal Records and the Police Information Portal (PIP) and Firearms Interest Police (FIP) databases which contains local police information.</p> <p>As per the RCMP's policy, if the police agency finds a record on one of the databases searched, it informs us via the third-party that a record has been found. Uber does not receive the details of the record. We then inform the partner that they will not be able to gain access to the platform. If the search is inconclusive, then fingerprinting is required to confirm the existence of a record. At that point the partner is provided the opportunity to go through a fingerprinting process at a local police station to complete the check. Only partners who have no record found in the databases searched are permitted to gain access to the partner app and offer rides.</p> <p>Beyond criminal records contained in the national repository, police search the Police Information Portal (PIP) and Firearms Interest Police (FIP) databases that contain local police information from police stations across Canada.</p> <p>PIP is an index of all police agency Record Management Systems across the country. It provides police to police occurrence records awareness and sharing among all Canadian police services. It is currently indexing 30 million police occurrences and is accessed by Canadian police agencies over 1 million times per month. Individual agencies decide what information they want to make available to other law enforcement agencies, while retaining ownership of the data.</p> <p>FIP was created to ensure that people applying for or holding a firearms possession and acquisition license do not have a criminal history that would disqualify them from owning a firearm. The FIP database is created from a daily, automated search of local police Record Management Systems for Universal Crime Reporting (UCR) codes related to police interactions involving over 300 different offences. The system is automatic, and does not require police services to "upload" information, although they can manually add additional records into the system.</p>						

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<b>Insurance</b>	<p>✓ Intact ridesharing insurance</p> <p>Require PTC obtain minimum insurance \$5 million Commercial Liability + \$2 million Non-Owned Automobile insurance</p>	<p>✓ Intact ridesharing insurance</p> <p>Require PTC obtain minimum insurance \$5 million Commercial Liability + \$2 million Non-Owned Automobile insurance</p>	<p>✓ Intact ridesharing insurance</p> <p>Require PTC obtain minimum insurance \$5 million Commercial Liability + \$2 million Non-Owned Automobile insurance</p>	<p>✓ Intact ridesharing insurance</p> <p>Proof satisfactory to City that vehicle and all persons who may drive it are covered under valid commercial insurance or other valid insurance that meets all applicable requirements for driving vehicle for hire in Alberta</p>	<p>✓ Intact ridesharing insurance</p> <p>Require PTC obtain minimum insurance \$5 million Commercial Liability + \$2 million Non-Owned Automobile insurance</p>	<p>Automobile liability insurance with limits of not less than \$2 million per occurrence</p>
<p>Uber supports:</p> <ul style="list-style-type: none"> <li>City bylaws that are designed to operate in conjunction with FSCO approved ridesharing insurance products like the recently provincially approved Intact Financial ridesharing insurance regime.</li> </ul> <p><b>What Uber does currently:</b></p> <ul style="list-style-type: none"> <li>Since September 2014, Uber has offered ridesharing as a low-cost, on-demand transportation alternative in Ontario. While there has been insurance covering every ride, the province of Ontario recently approved a new product designed specifically for ridesharing. As of July 7, 2016, Uber will be purchasing this new ridesharing insurance covering all ridesharing rides in Ontario.</li> <li>Every ridesharing driver operating on the Uber platform in Ontario will automatically be covered under the commercial policy provided by Intact Insurance Company, a subsidiary of IFC, and purchased by Uber. This coverage will apply from the moment drivers make themselves available to accept a ride request until passengers have exited the vehicle. In addition, IFC's two largest brands, Intact Insurance and belairdirect, Canada's digitally driven insurer, have modified their underwriting guidelines to allow customers to participate in ridesharing at no additional cost for drivers. Customers simply have to call their broker or agent before participating.</li> <li>Read more: <ul style="list-style-type: none"> <li><b>Uber:</b> <a href="https://newsroom.uber.com/canada/insurance-for-ridesharing-with-uber-in-ontario/">https://newsroom.uber.com/canada/insurance-for-ridesharing-with-uber-in-ontario/</a> (The certificate of insurance for this policy can be found here and a link to the policy itself).</li> <li><b>Ontario Ministry of Finance press release:</b> <a href="https://news.ontario.ca/mof/en/2016/07/ontario-modernizing-auto-insurance-system-to-protect-ride-sharing-consumers.html?utm_source=ondemand&amp;utm_medium=email&amp;utm_campaign=p">https://news.ontario.ca/mof/en/2016/07/ontario-modernizing-auto-insurance-system-to-protect-ride-sharing-consumers.html?utm_source=ondemand&amp;utm_medium=email&amp;utm_campaign=p</a></li> </ul> </li> </ul>						

**From:** [jaskarun singh](#)  
**To:** [Karen Morden](#)  
**Subject:** LAST REQUEST  
**Date:** 2016/10/19 2:29:41 PM  
**Attachments:** [image.png](#)

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Dear Respected Mayor/Councillors

It is you.

It is you, as 'elected officials', and no one else who will make that decision today, that will effect thousands of law abiding members of the taxi industry.

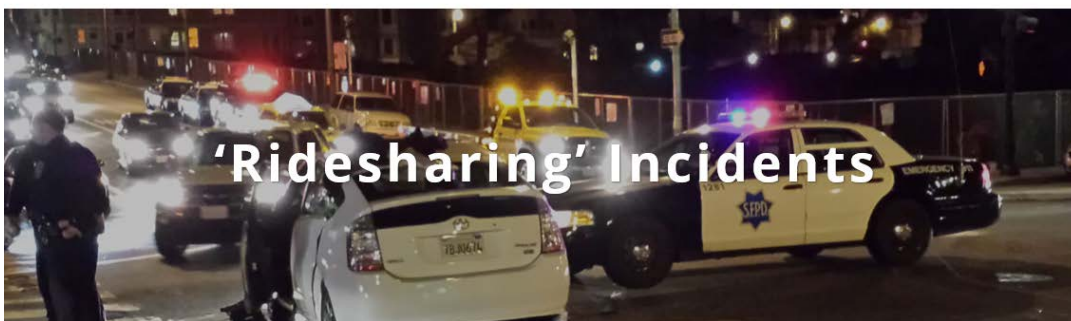
It is a decision, you will have to shoulder, and live with.

To ensure a wise decision is made, please take 2 minutes to familiarize yourself with this site.

These incidents will surely make their way into our city, if the floodgates are opened. Are you ready to answer to the families of the victims?

## Who's Driving You?

[ABOUT](#) | [INCIDENTS](#) | [PRESS +](#) | [RESOURCES +](#)



## REPORTED LIST OF INCIDENTS INVOLVING UBER AND LYFT

Uber's process for onboarding drivers is dangerously negligent. Neither Uber nor Lyft uses fingerprints or law enforcement to background-check their drivers. And Uber doesn't even bother to meet with drivers in person before allowing them to ferry passengers.

The result is a series of incidents involving "ridesharing" passengers being harmed and criminal offenders behind the wheel:

[Deaths](#) | [Assaults](#) | [Sexual Assaults](#) | [Kidnappings](#) | [Felons](#) | [Imposters](#) | [Driver DUIs & Other](#)

### *Deaths Attributed to Uber and Lyft*

<http://www.whosdrivingyou.org/rideshare-incidents>

It is not about ridesharing vs taxi, it is about ridesharing VS government. That is where you take a stand for what is right.

The Right decision is what allows you to sleep peacefully at night knowing you made the right decision going forward. Right is what is you believe is deep down in your heart is the right thing to do.

Right is ensuring regulations exist to protect the citizens of Mississauga.

What more is there to say about a criminal organization, that threatens and dictates its own rules to our own municipal government.

Sincerely,  
Jaskarun Singh

**From:** [Jaskarun Singh](#)  
**To:** [Karen Morden](#)  
**Subject:** Woman "humiliated" after Uber driver allegedly offered to accept sex as payment  
**Date:** 2016/10/20 11:59:12 AM

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Hi Karen,

I was just going through some Uber news and i have stumbled across this.

<https://www.google.ca/amp/www.cbc.ca/amp/1.3812318>

I think this is also very important and needs to be added in there. Please and thank you.

Kind Regards,  
Jaskarun Singh

Sent from my iPhone