



## LEGISLATIVE AND COURT SERVICES MEMORANDUM

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**TO:** GENERAL COMMITTEE

**FROM:** W. COOKE, CITY CLERK / DIRECTOR OF LEGISLATIVE AND COURT SERVICES

**PREPARED BY:** R. OSBORNE, SUPERVISOR OF ENFORCEMENT SERVICES  
T. BANTING, MANAGER OF ENFORCEMENT SERVICES

**NOTED:** D. MCALPINE, GENERAL MANAGER OF COMMUNITY AND CORPORATE SERVICES  
M. PROWSE, CHIEF ADMINISTRATIVE OFFICER

**RE:** THIRD QUARTER UPDATE: TRANSPORTATION INDUSTRY BY-LAW – PILOT PROJECT

**DATE:** MAY 28, 2018

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The purpose of this Memorandum is to provide members of Council with the third quarter update concerning the changes to the Transportation Industry By-law (Taxi Cab Companies, Ride Sharing/Private Transportation Companies and Driver for Hire/Designated Driver Companies).

### **BACKGROUND**

The third quarter of the Transportation Industry Pilot program ended on April 30, 2018. This memorandum summarizes the results of the most recent community survey which focused on customer satisfaction of the industry. It also includes details associated with public complaints received since November 1, 2017. Further to the previous memo to General Committee dated October 26, 2017, this memo will discuss any positive impacts or challenges faced regarding the administrative process. The cost of enforcement and the effectiveness of enforcement activity is also be addressed. Finally, as in the previous memo, suggestions will be offered in an attempt to enhance the municipality's ability to ensure a safe and vibrant transportation industry.

### **CUSTOMER SURVEY**

Between February 1, 2018 and April 30, 2018, thirty-two (32) new submissions were received from members of the public or the industry. During the three month period, as in the previous submission, the public was asked to rate the overall experience of using the various methods of municipally licensed transportation industry sectors. Unlike previous submissions, staff noted fewer negative comments and the overall assessments were positive in nature. There continues to be a strong desire to use more of the Ride Share/Private Transportation Companies as opposed to the Taxi Industry. Taxis continue to be viewed as more expensive and some smell of smoke. Staff have noted that no comments were made regarding the cleanliness or visual appearance of the Taxi Cabs unlike in previous submissions. Staff continue to believe that the reduction in response from members of the public or industry, to be a positive sign that the transportation industry within Barrie is stabilizing and each sector has been able to build a business model that has generally addressed the previous concerns of the citizens.

### **COMPLAINTS RECEIVED**

No complaints were received within Enforcement Services between February 1, 2018 and April 30, 2018.



## LEGISLATIVE AND COURT SERVICES MEMORANDUM

### **ADMINISTRATIVE CONCERNS**

As indicated in the first and second quarter memorandums, since the introduction of the transportation industry pilot program, there have been a number of changes to the licensing process. The administrative concerns related to the changes in the process continue to vary depending on the actual business licensed. The Driver for Hire businesses continue to present minor administrative (paperwork) issues that have been remedied by the Enforcement Clerk or the Enforcement Officer. These issues centre on incomplete applications requiring follow up by staff.

The Private Transportation Company/Ride Share businesses continue to be time consuming for staff as registrations or amendments are submitted on a regular basis. The Enforcement Services Staff may spend one to two days to process a large batch of applications in order to thoroughly check the documents that are submitted electronically. Minor errors in paperwork have been noted and there has been ongoing difficulties in downloading submissions.

The Taxi Industry has presented minor challenges associated with administrative errors related to paperwork. The present system has proven to be much better than the previous licensing administration. The Enforcement Clerks and the Enforcement Staff now deal with the business owner or operator as opposed to dealing with each driver. The drivers only attend the office for their photographic identification card.

Companies Licensed To Date:

Classification	Number of Companies Licensed	Number of Registered Drivers	Number of Registered Vehicles (if applicable to category)
Taxi Cab	13	304	174
Driver for Hire	5	46	n/a
Private Transportation/Ride Share	1	1586	1651

As we move towards a final report and recommendations, staff will have to closely consider the time required to review and examine all applications, the costs associated with each process and what resources/process changes may be necessary moving forward.

### **ENFORCEMENT**

General inquiries or complaints received indicate there may still be some who have chosen to not operate within the provisions of the By-law. Staff continue to monitor the industry and do still have a matter before the courts, which should be concluded mid to late summer.

There have been no enforcement concerns identified with Private Transportation/Ride Share Vehicles. The drivers have been pleasant to deal with and the vehicles have appeared to be well maintained. As noted above, we continue to have technical difficulties with the submissions, and staff continue to work to resolve those issues.

The Taxi Industry has required less enforcement as the municipal regulations have been reduced. With the easing of regulations, Officers have noted that some taxicabs have deteriorated in appearance, however there have been no charges laid for non-compliance since November 1, 2017.



## LEGISLATIVE AND COURT SERVICES MEMORANDUM

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### **NEXT STEPS**

The Pilot Program will be completed in August, 2018 after which time staff will review all the information and input received. Staff will discuss the results of the Program with the industry representatives to obtain their feedback prior to reporting back to General Committee. In order to facilitate this staff will not be reporting back to General Committee on this matter until late 2018.