



Vehicle-for-Hire Public and Stakeholder Consultation Summary

October 2024

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Executive Summary

The City of Toronto is reviewing its vehicle-for-hire (VFH) by-law. A VFH is a vehicle, such as a taxicab, limousine, or a car from a private transportation company (PTC) like Uber or Lyft, that is used to transport passengers in exchange for payment. The City's VFH by-law regulates this industry and is responsible for keeping the public safe and protecting consumers. The City conducts by-law reviews to ensure that the regulations are still satisfying the overall intent of the by-law.

For this current by-law review, the City of Toronto hosted meetings to hear from the public and members of the VFH industry on four main topics:

- Inactive taxicab owner licences;
- Accessibility;
- Driver wages; and
- Licensing limits

Participants were asked for their opinions on how the existing by-law should be updated as it relates to these four topics, as well, for feedback on a set of proposed updates to the by-law.

Gladki Planning Associates Inc. (GPA) was hired to facilitate these meetings, and record and summarize feedback. The feedback from these meetings will inform a City staff report which will include recommendations to update the by-law. City Council will decide whether to adopt, amend or reject these recommendations.

Consultation took place over June and July, 2024. Consultation activities included:

- Taxicab Industry Town Hall Meetings (x2)
- Public Town Hall Meetings (x2)
- PTC Industry Meetings (x1)
- Accessibility Focus Groups (x2)
- Online Survey

In total, 3,224 people participated in the consultation activities. Below is a summary of the main feedback that GPA heard:

Licensing Limit

- Different groups have different levels of support for limiting the number of licenses.
- There is disagreement on how a licensing limit should be implemented.

Accessibility

- It is hard for VFH drivers to provide frequent, high-quality, and on-demand wheelchair accessible VFH service because it costs too much.
- Most people involved with VFH services, including users, support the City's idea to start a Central Dispatch Service (CDS), but they are worried about how it will be put into action.

Driver Wages

- People in the taxi and PTC industries are facing challenges because their pay is going down while their costs are going up.
- Even though setting wages are the responsibility of the province, the VFH industry asked the City to find ways to help drivers earn more money.

Inactive Taxicab Owner Licences

- The City's proposal to allow taxicab owner licences to remain "on-the-shelf" (inactive) for one additional year would not be helpful for most taxicab owners.

Introduction

Project Overview

Background

The Municipal Standards and Licensing division (MLS) of the City of Toronto is undertaking a review of the VFH by-law in response to multiple directives from City Council. The goal of the review is to recommend by-law updates that address both user and industry needs.

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

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

The intent of the by-law is to provide public safety and consumer protection. The VFH industry has undergone a series of changes since 2016, when the current by-law was introduced, in order to regulate PTCs.

[The last review](#) took place in 2019 and resulted in by-law updates, including changes to the minimum required driving experience and mandatory training requirements, as well as the creation of the Accessibility Fund Program (AFP). The evolving social, political, and economic context, as well as direction from City Council, has prompted the City to consider updates and additions to the by-law to ensure that the regulations remain responsive to the overall intent of the by-law. Public and stakeholder consultation programs were

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

By-law Review Process

The current review is taking place over the course of this year (Figure 1.0) and covers a variety of topics, including on-demand wheelchair accessible VFH services, the Accessibility Fund Program, the impact of licensing limits, inactive taxicab owner licences and the current state of driver wages. Additionally, an independent transportation study is being conducted by independent researchers to understand the impacts of VFH services and inform the by-law review.

As part the ongoing by-law review, the City of Toronto is holding public and stakeholder consultations. Gladki Planning Associates Inc. (GPA) has been retained by the City of Toronto as as a neutral and independent consultant to facilitate a series of public and stakeholder engagement meetings that will inform a staff report from MLS on VFH services within the City of Toronto. GPA is responsible for convening public meetings, as well as gathering, analysing, and reporting on public feedback.

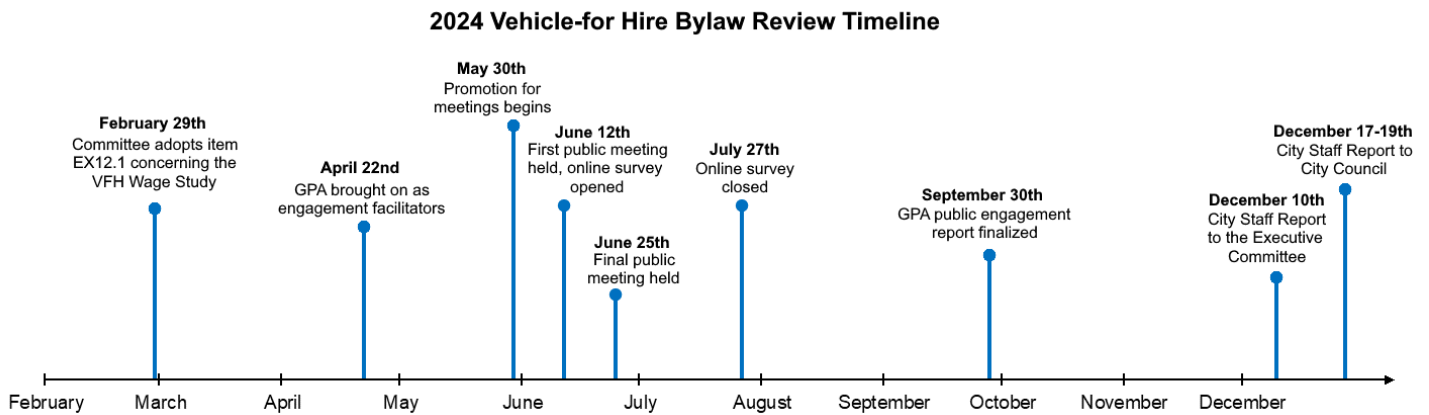


Figure 1.0 - 2024 Vehicle for-Hire Bylaw Review Timeline

Consultation Program

In June 2024, a series of public and stakeholder engagement activities occurred to gather input from the VFH industry, stakeholders, and the public /users. Participants were asked for their opinions on how the existing by-law should be updated, and for feedback on a set of proposed updates to the by-law.

Consultation activities Included:

- Taxicab Industry Town Hall Meetings (x2)
- Public Town Hall Meetings (x2)
- PTC Industry Meeting (x1)
- Accessibility Focus Groups (x2)
- Online Survey

Although the town hall meetings were targeted to different sectors of the VFH industry, participation at each of the meetings was not restricted. An overview of the context and purpose for consultation, and potential regulation and programmatic updates were shared as part of the activities. [Presentation materials](#) can be found on the City's webpage.

Engagement Objectives

Broadly, the goals for this series of engagement were as follows:

- Understand VFH challenges and experiences for both stakeholders and the public since the last series of consultations.
- Share updates and proposed changes with stakeholders and the public.
- Solicit meaningful, constructive, and focused feedback on proposed policy and/or programmatic changes, and identify barriers to implementation.
- Communicate clearly what is in and out of scope for this series of consultations.
- Build capacity of stakeholders and the public to participate in VFH policy and program discussions.

How was Feedback Collected?

People were asked for their feedback on four main topics:

- Inactive taxicab licences;
- Accessibility;
- Driver wages; and
- Licensing limits.

Both targeted and open-ended feedback was solicited as part of the consultation program, depending on the engagement activity and format (in-person or virtual). During the town hall meetings, attendees were encouraged to share their feedback either by voting in a poll, sharing their comment verbally, or by submitting it in writing using a feedback form. Those that were unable or attend, or that that had additional feedback were also given the opportunity to share their feedback asynchronously through an online survey or via email to the City's VFH email address. All pieces of feedback were considered in the preparation of this summary and are reflected in the appendices.

How will feedback be used?

Comments and questions received as part of the consultation program will be used to inform the City's review of the VFH by-law and subsequent recommendations to Council in a staff report. GPA recommends that the staff report includes a description of how public and stakeholder feedback influenced their recommendations to Council.

During the consultation, care was taken to outline the matters directly regulated by the VFH bylaw and within City's jurisdiction, and therefore the scope of the issues that could be addressed in the by-law (See Figure 2.0). Feedback was also solicited on items that fall outside the scope of the by-law. Even though these issues may fall outside of the scope of the by-law and City's jurisdiction, public and stakeholder feedback on these topics provides valuable input on the broader context for the bylaw review. All feedback is part of the public record and has been considered and summarized by GPA.

Items Regulated by the By-Law

Regulated by the By-Law

On-demand, non accessible and accessible taxicab, limousine and PTC services

Accessibility Fund Program

Number of taxicabs

Insurance Requirements

Trip data reporting

Driver training standards

Taxicab fares

Safety standards

Not Regulated by the By-law

TTC Wheel-Trans

Availability/cost of insurance

Driver Wages

Value of taxicab owner licences

Figure 2.0 - Items Regulated by the Bylaw

Promotion

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

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

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

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

Participation in the focus groups were by invitation only. The City conducted targeted outreach with users of accessibility services, members of the taxicab industry who provide wheelchair accessible service (i.e. drivers, brokerages, licence owners), and accessibility support and advocacy organizations. A list of all of the organizations that were invited can be found in Appendix 2.

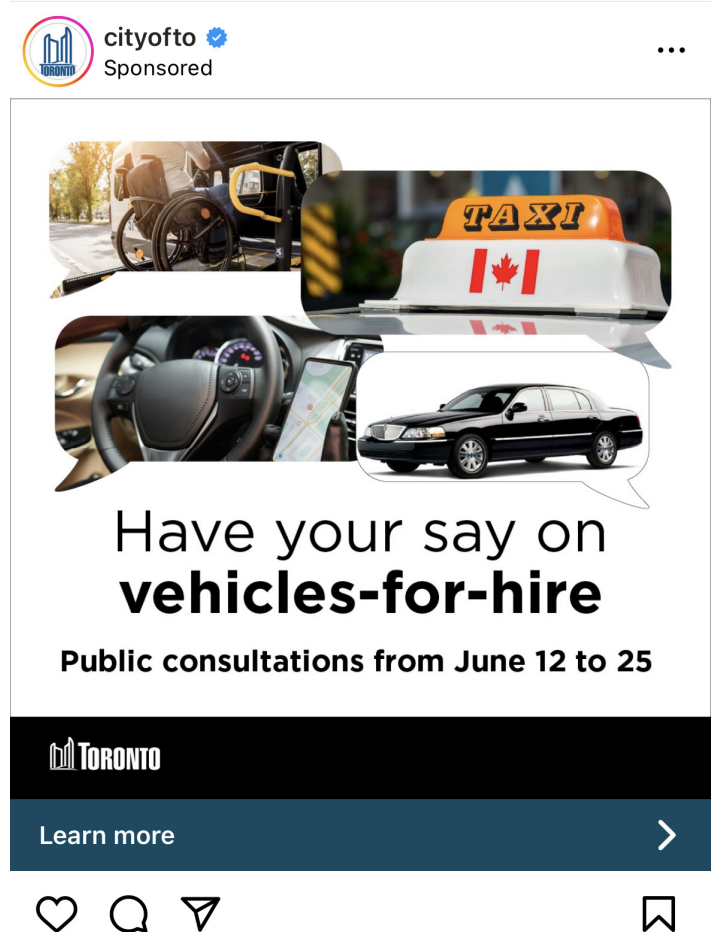


Figure 3.0 - City of Toronto Sponsored Instagram Post

Document Purpose

This document is a summary of the key themes that emerged from City-hosted consultation activities for the VFH by-law review that took place in June and July 2024. This report contains an overview of the consultation activities and a summary and analysis of the key themes that emerged across all of the engagement activities. A detailed thematic analysis and summary of each of the activities can be found in the appendices.

Key themes have been organized by the four main topics that City Staff were soliciting feedback on as part of their review:

- Inactive taxicab owner licences;
- Accessibility;
- Driver wages; and
- Licensing limits.

This report is not intended to be a verbatim account of what was said during the consultation activities. The report is a synthesis of all of the feedback received over the course of the consultation program. The report considers feedback submitted by all stakeholders including the taxicab industry, the PTC industry, community service and advocacy organizations, and the public. The report indicates where there are points of general consensus and where there was dissent or points of disagreement among stakeholders. The feedback summarized does not represent the opinions of GPA or the City of Toronto.

Feedback

Overview of Events and Activities

Town Hall Meetings

The consultation process included five town hall meetings, three of which were held virtually via WebEx and two of which were held in-person at East York Civic Centre. Each town hall meeting was targeted towards a specific stakeholder group. All of the town hall meetings began with a 10-minute introduction from GPA, a 30-minute City presentation, followed by 1-hour discussion period. For the virtual meetings, participants could share verbal feedback by raising their virtual hand and requesting to speak. Participants also were encouraged to share feedback via WebEx's poll and Q&A functions. For the in-person meetings, participants shared verbal feedback by lining up in front of a microphone and taking turns speaking. Additional written feedback was recorded on paper feedback forms that were collected at the end of the meetings.

Activity	Date and Time	Location	Total Attendees	Number of Comments Received
Virtual Public Meeting	June 12, 2024 (6:30–8:30pm)	WebEx	92	75
In-Person Taxicab Industry Meeting	June 20, 2024 (10:00am–12:00pm)	East York Civic Centre	42	71
Virtual Taxicab Industry Meeting	June 24, 2024 (12:30–2:30pm)	WebEx	32	83
In-Person Public Meeting	June 24, 2024 (6:30–8:30pm)	East York Civic Centre	34	38
Virtual PTC Industry Meeting	June 25, 2024 (1:30–3:30pm)	WebEx	110	144

In-Person Accessibility Focus Groups

The consultation process included two focus group discussions on accessibility issues which took place on the same day, with one discussion taking place in the morning and the other taking place in the afternoon. Participation was by invitation only. Users of accessibility service, members of the taxicab industry who provide wheelchair accessible service (i.e. drivers, brokerages, and owners), and accessibility support and advocacy organizations were all invited to participate. A list of all of the organizations that were invited as been included in Appendix 2.

After an initial introduction from GPA, the City shared their presentation with participants, pausing at key points to collect feedback from participants regarding specific items. After the City's presentation, City staff left the room to allow for participants to give additional feedback to GPA facilitators.

Activity	Date and Time	Location	Total Attendees	Number of Comments Received
Focus Group Discussion#1	June 18, 2024 (morning)	North York Civic Centre	6	48
Focus Group Discussion#2	June 18, 2024 (afternoon)	North York Civic Centre	2	32

Online Survey

The survey was created using CheckMarket and was available on the City of Toronto's webpage from Wednesday, June 12 to Friday, July 27, 2024.

The purpose of this survey was to provide an alternate and convenient way to collect feedback for people who were unable to attend one of the five consultation meetings or two focus groups. Feedback from the survey will inform decisions made as part of the VFH by-law review process. 3,006 people responded to the survey. 1,994 completed the survey in full.

To collect targeted feedback, survey respondents were asked to indicate which group (see table below) best described their relationship to vehicle-for-hire. Based on which group they selected they were asked a different set of questions, or "survey track".

Each survey track contained between 15–30 questions, comprised primarily of multiple-choice questions. Respondents were also asked between 4–6 open-ended questions where they could provide additional feedback. All questions were optional.

Survey Track #	Stakeholder Group / Identifier	Number of Respondents	Number of Survey Comments
1	Taxicab Industry and Limousines	214	189
2	Accessible & Standard VFH Users	1616	1087
3	PTC Industry	1076	617

Emails

People with additional feedback that wanted to connect with the City directly were encouraged to email vehicleforhirereview@toronto.ca. The email address was a communication tool that was used to supplement the consultation process and provide the public and VFH stakeholders a way to connect directly with City staff. GPA performed a preliminary assessment of these emails and sorted them based on theme (See Figure 4.0). Emails most frequently contained concerns about a licensing limit and driver wages. 47 emails were received from members of the taxicab industry, 57 emails were received from members of the PTC industry, and 16 emails were received from members of the public. Many emails contained thoughtful and detailed suggestions and feedback for the City to consider as they conduct their by-law review. These emails have been collated and flagged for the City to review as they draft their staff report.

Number of Email Responses (By Category)

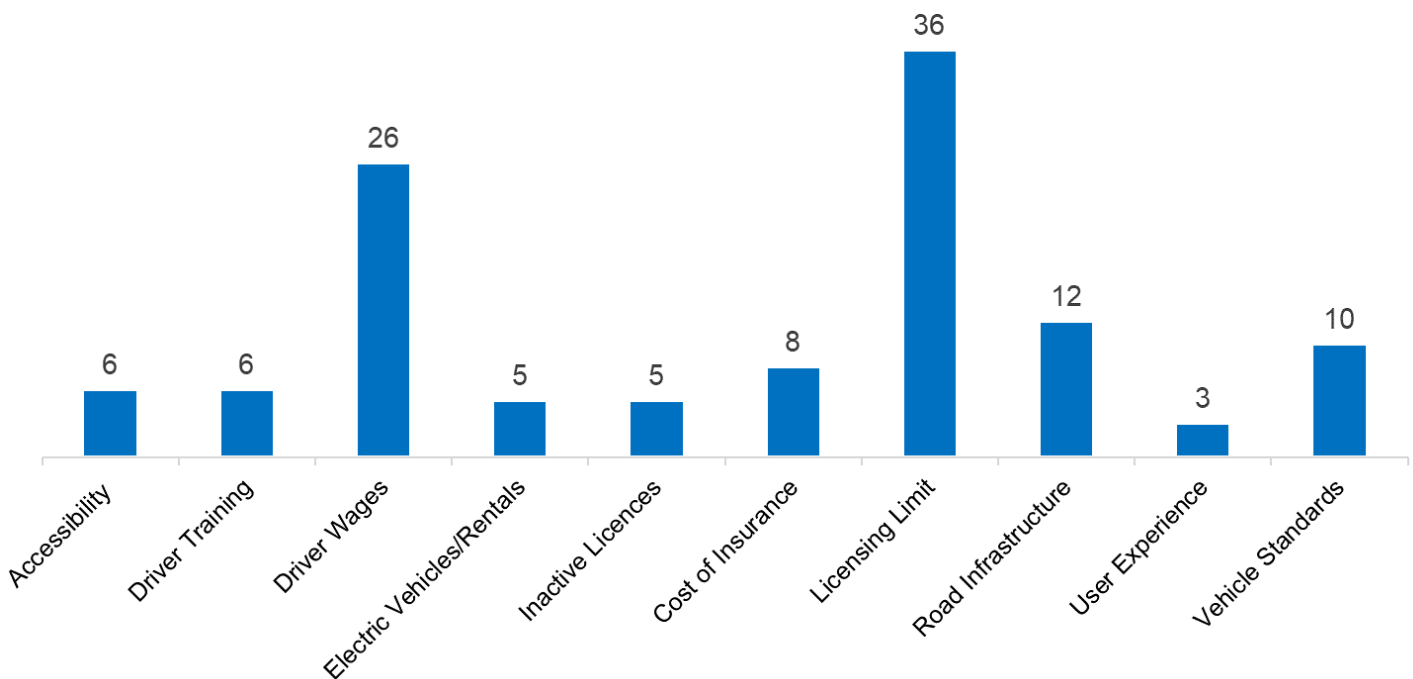


Figure 4.0 - Number of Email Responses (By Category)

Participants

In total, 3,224 people participated in this series of consultation. These participants identified as belonging to a variety of stakeholder groups, as displayed in Figure 5.0. The vast majority of these participants (2,904 people) chose to participate via the online survey. Users of standard VFH service made up the largest group of those who took the survey. The town-hall consultation meetings were primarily attended by members of the taxicab industry and PTC industry. VFH users with accessibility needs made up the smallest proportion of participants.

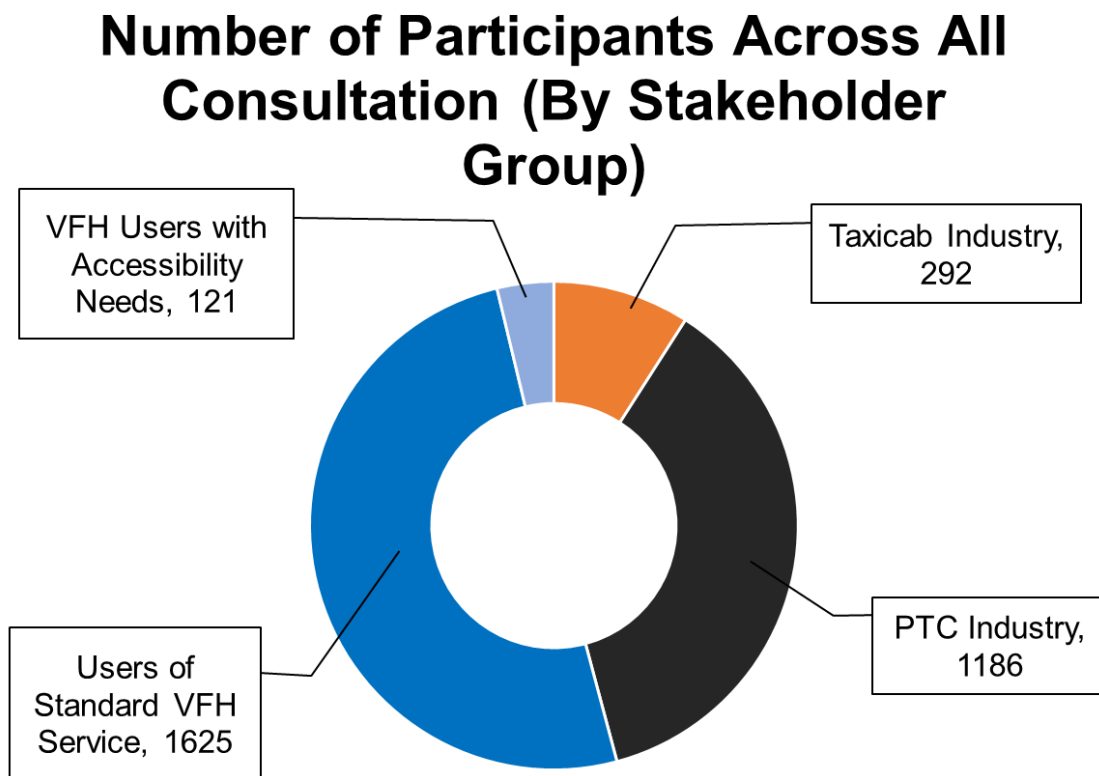


Figure 4.0 - Number of Participants Across All Consultation (By Stakeholder Group)

Methodology

Stakeholder and public feedback that was shared verbally during the town-hall meeting or the focus groups was captured through written notes, recorded by GPA. People were also able to submit written feedback using a paper feedback form (in-person meetings), or digitally through the Q&A box on WebEx (virtual meetings). Paper feedback forms were transcribed by GPA. All feedback has been edited by GPA for clarity and brevity.

A thematic analysis was conducted for each consultation activity. All the feedback for each activity was organized into data sets (a set per activity). Data was separated into the main topics for consultation: inactive taxicab owner licences, accessibility, driver wages, licensing limit. Themes for each topic area were identified. GPA then counted how many comments there were per theme. This approach demonstrates which comments and questions were mentioned more frequently by stakeholders and the public, and demonstrates where there are points of consensus and points of dissent among those that participated in the consultation programme. Comments that fell outside of the scope of this project were identified as miscellaneous. These comments were counted but are not reflected in the summary text of this report, however a discussion of these comments can be found in each of the activity summaries (See Appendix 1 and 2).

Summary & Analysis

Key Themes

Overview

This section summarizes what GPA heard across all consultation activities, noting where there are points of consensus and/or dissent between and within stakeholder groups and the public. Detailed summaries of the feedback received for each of the consultation activities can be found in Appendix 1 and 2. The summary statistics for the online survey can be found in Appendix 1.

GPA synthesized all of the feedback and identified key takeaways for the four main consultation topics.

Licensing Limit

- The level of support for a licensing limit varies by stakeholder group.
- There is disagreement on how a licensing limit should be implemented.

Accessibility

- The biggest barrier to providing frequent, high-quality, and on-demand wheelchair accessible VFH service is cost.
- VFH stakeholders (including users/the public) are generally supportive of the City's proposal to introduce a Central Dispatching Service (CDS) but are concerned about how Central Dispatching Service (CDS) would be implemented.

Driver Wages

- Within the PTC and taxicab industry people are facing economic hardship due to falling wages and rising costs.
- Although wages are within provincial jurisdiction, the VFH industry requested that the City pursue interventions that would improve driver earnings.

Inactive Taxicab Owner Licences

- The City's proposal to allow taxicab owner licences to remain "on-the-shelf" (inactive) for one additional year is not an adequate solution to encourage owner licences to become active.

Licensing Limit

The level of support for a licensing limit varies by stakeholder group.

Taxicab Industry & PTC Industry

The taxicab industry and PTC industry agreed that there are too many drivers in the City competing for too little work. They said that limiting the number of licences would result in more work and therefore better driver earnings. Members of both industries stated that there are additional benefits of a licensing limit including less traffic and reduced greenhouse gas emissions. 71% taxicab industry survey respondents and 49% of PTC industry survey respondents indicated that they supported a maximum limit on the number of VFH licences.

While both industries were generally supportive of a licensing limit, there was some variance in the more detailed feedback that GPA received from the taxicab industry compared to the PTC industry.

- **Taxicabs.** There was the perception among the taxicab industry that PTCs currently have an unfair advantage because of the lack of a licensing limit for PTCs. People in the taxicab industry argued that it was unfair to have PTCs operating without a licensing cap while the taxicab industry is subjected to one. These participants stated that this has resulted in the loss of business for taxicabs. Members of the taxicab industry stated that in addition to creating more work, a limit would encourage fairer competition between the PTC and taxicab industry. Only a small number of people in the taxicab industry seemed to be concerned that a licensing limit would negatively impact VFH drivers in the city. These respondents were largely concerned that the City would further limit taxicabs and not target PTCs.
- **PTCs.** The PTC industry, while supportive of a licensing limit, had some apprehension about the impacts of a licensing limit. The most cited concern from PTCs was that a limit would result in the loss of their livelihood. Several drivers shared anxieties about

losing their PTC licence and being unable to provide for themselves and/or their families. Many drivers expressed support for a licensing limit if it could increase their wages, but felt the risk of losing their licence made it difficult to fully support one.

Users

There were slightly more VFH users who were against a licensing limit compared to those who supported one. When asked whether the City should impose a maximum limit on the number of VFH drivers, 36% of survey respondents said yes and 46% said no. VFH users reiterated many of the same benefits that the taxicab and PTC industries identified, including less traffic congestion and reduction of greenhouse gas emissions and other pollutants. However, unlike the taxicab and PTC industry who made a strong connection between a licensing limit and wages, users did not directly connect the two items. Users frequently cited a number of concerns with a licensing limit including rising service costs, increased wait times, and the intervention of the government in the market. Several users also pointed out how PTCs fill in the gaps in the City's transit network, and have therefore become a critical part of mobility infrastructure that is heavily relied upon for people's daily needs (e.g. getting to work).

Multiple users indicated that while a limit could potentially encourage more people to use the TTC, the TTC is currently not a viable alternative service because service is unreliable and feels unsafe. People shared that improvements need to be made to the City's public transportation network in order for a licensing limit to be effective. Finally, there were some users who were concerned that a licensing limit could potentially lead to the creation of a secondary market where licences are sold. Users urged the City to consider this when drafting implementation policies.

There is disagreement on how a licensing limit should be implemented.

Number of Licences

The taxicab industry felt strongly that the maximum number of VFH licences that are permitted to operate be determined by studying how many vehicles are needed to adequately provide service to Toronto's total population. They argued that the by-law should be amended so that the number of VFH licences (both taxicab and PTC) that the City permits is tied to the City's population and the number of vehicles required to serve that population. The PTC industry was less concerned about the total number of licences that would be permitted and were more concerned with how the City would determine who gets a licence and who is responsible for distributing that licence.

Eligibility

PTC drivers had varying opinions regarding how licences should be distributed in the case of a licensing limit, but all broadly agreed that fairness was important.

- **New Drivers.** Some people in the industry raised concerns about how new drivers would be treated if a limit was introduced and no new licences were being issued. Conversely, some drivers argued that a licensing limit should be imposed on new drivers because they felt that the limit should prioritize those already working in the industry and this would be fair. Of note, it was not clear based on the comments received how people defined a "new driver".
- **Full-time v. Part-time.** Some full-time drivers voiced their support for limiting the number of part-time drivers on the road, arguing that an excess supply of part-time drivers takes the opportunities away from people who drive as their full-time job. However, those who identified as part-time drivers disagreed. They stated that they drive for a PTC part-time because they need the additional income, and often have multiple jobs in order to sustain themselves

and their families. There was a sentiment expressed by part-time drivers that restricting the number of licences available to part-time drivers would be unfair because it would create more financial hardships for them. There was a consensus that any driver who was inactive for an extended period of time should have their licences given to someone willing to drive.

- **Electric Vehicles (EVs).** Several drivers encouraged the City to exempt drivers with EVs from any potential licensing limit.

Licence Issuance

GPA heard from many PTC drivers that the City should consider issuing PTC licences to drivers directly instead of letting PTCs distribute them. Drivers said that PTC decisions regarding the administration of their licences sometimes feels arbitrary and unfair. Some drivers provided personal stories of having their licence revoked by the PTC with no justification provided. Other drivers expressed frustration at how difficult it is to get PTCs to rectify licensing errors. Participants reflected on poor experiences with driver support services, sharing that sometimes it seems as if the companies do not have a good understanding of the City's by-law. There was a sense of mistrust between drivers and the corporations. Drivers were concerned that if a licensing limit were introduced the corporations would not distribute licences fairly.

What We Heard

"It's all about supply and demand. The over supply of vehicles reduces the take home pay for all the drivers. No one makes money when you have an oversupply of vehicles chasing fewer fares." - Taxicab survey respondent

"The city should enforce a limit but also should look 1-2 times per year to see how many drivers are needed in the city. The limit should be based on the population." June 25 virtual PTC meeting participant

"I encourage the City to take on the responsibility for licensing PTC drivers, directly, rather than having this be one of the roles of the corporations. Its in the interest of PTCs to have as many drivers as possible on the streets waiting for a trip (hence unpaid). In recent years PTCs have become increasingly opaque about pay per trip and driver pay. Limiting licences and distributing them (licences) directly is the way to improve driver wages." - June 24 public meeting participant

"I believe in pausing the issuance of new licences to new drivers. Please do not remove drivers already in the system by not renewing their licences. This will cause untold hardship on them and their families. Many of us bought new vehicles on financing and may not be able to pay off the debt." - PTC survey respondent

"Why there is no cap on Uber and Lyft when the taxi industry has a cap?" - June 25 virtual PTC meetnig participant

"I don't see any need to impose a limit. It would only increase times and costs. The costs are already so high that I am rarely able to use a taxi or Uber. Let supply and demand even out naturally." - User survey respondent

Accessibility

The biggest barrier to providing frequent, high-quality, and on-demand wheelchair accessible VFH service is cost.

Types of Costs

Stakeholders from within the taxicab and PTC industry indicated that in recent years it has become cost prohibitive to provide wheelchair accessible service. This is primarily due to the costs associated with operating a wheelchair accessible vehicle (fees, insurance, and maintenance) and converting a vehicle to be wheelchair accessible. GPA heard repeatedly from both Taxicab and PTC drivers that it has become increasingly difficult to earn enough to sustain themselves in recent years, and without City assistance they are likely to lose money if they start or continue to provide wheelchair accessible service. Taxicab drivers and users who rely on wheelchair accessible service cautioned that the costs associated with providing wheelchair accessible service not be passed down to users. People shared concerns with charging accessible users more, arguing that because individuals with disabilities more frequently face economic disadvantages. To raise the fare would limit their ability to get around the city.

Wait Times

Given the high costs associated with providing accessible service, there are fewer qualified drivers and vehicles outfitted to accommodate wheelchairs in operation. Taxicab brokerages shared that getting drivers to drive wheelchair accessible vehicles even when such vehicles were available is difficult because drivers who are trained to provide wheelchair accessible service have left the industry altogether due to mounting financial pressures. The lack of available wheelchair accessible vehicles is in turn contributing to longer wait times for VFH users with accessibility needs. Results from the online survey indicate that 33% of respondents with disabilities, caregivers, and affiliates of community service and advocacy organizations (CSAOs) feel that wait times are too long. The survey data also revealed

that there is a gap in service wait times between those with accessibility needs and those without. 44% of VFH users without accessibility needs indicated that they were able to secure a ride (both PTC and taxicab) within 5–9 minutes, whereas only 24% of VFH users with accessibility needs indicated that they were able to do so. Users also shared that since the pandemic the number of available wheelchair accessible PTC vehicles has declined, further impacting wait times.

Incentive Programs

At a high level, all of the stakeholder groups (including users) were supportive of City incentives programs that could improve on-demand wheelchair accessible VFH service. People generally agreed that incentive programs would not only be helpful but were also necessary in order to sustain on-demand wheelchair accessible VFH services. However, throughout the consultation program GPA heard, mainly from the taxicab industry, that the City's existing Accessibility Fund Program (AFP) and the proposed upfront grant and per-trip incentive were inadequate and unlikely to encourage more drivers or new drivers to provide wheelchair accessible service.

- **AFP.** Some members of the taxicab industry were frustrated that the money that supports the AFP was being subtracted from standard vehicle trip fares. This was viewed as unfair because the entire taxicab industry is struggling financially. Taxicab industry members suggested that the City explore other opportunities to fund the AFP.
- **Upfront Grant.** As part of this series of consultation the City proposed a \$20,000 upfront grant for taxicabs to be used to convert vehicles to be wheelchair accessible. Those within the taxicab industry consistently voiced that the proposed amount is insufficient and too low to incentivize vehicle conversion. Drivers indicated that an upfront grant would need to cover most, if not all, of the cost to purchase and convert a vehicle. Some drivers indicated that this is typically between \$100,000 and \$120,000.

- Per Trip Incentive.** To offset some of the operational costs associated with providing wheelchair accessible service the City indicated that they were considering a \$10 per trip incentive for drivers that provide wheelchair accessible service. There was consensus among the taxicab industry that this amount was too low. Multiple taxicab drivers expressed the view that wheelchair accessible taxicabs need to be able to secure more rides per day in order to offset the higher costs associated with owning and operating a wheelchair accessible vehicle. Wheelchair accessible taxicab service providers highlighted that wheelchair accessible vehicles get an average of 2-3 trips per day. Therefore, the City's proposal to provide a \$10 per trip incentive would only amount to an extra \$20-30 per day, an amount that was deemed insufficient to cover the cost of operating and maintaining a wheelchair accessible vehicle, let alone provide meaningful earnings.

What We Heard

"I haven't been able to put ANY vehicles on the road in years. I can't find drivers, insurance, or sufficient business to make enough money to cover costs." - Taxicab survey respondent

"Accessible VFH service is so bad that in some instances you can't even call in advance to request a ride for a specific time." - June 12 virtual public meeting participant

"It was easy for several years to get a WAV vehicle with Uber. I had the ability to be spontaneous like a normal person. I used to be able to get a taxi or an Uber within 5 to 10 minutes downtown. Now, if I'm lucky I end up waiting 20 to 25 minutes." - User survey respondent

"\$20,000 is not enough for me to buy an accessible vehicle, but it's a start. It depends on what kind of vehicle you can afford. If you are buying second-hand, \$20,000 will not be enough -- even \$50,000 might not be enough." - Focus group participant

"The city has downloaded the cost of converting/maintaining wheelchair accessible vehicles to the taxi/ride share industry - people who earn very little money. The idea of making accessible vehicles available is good, but I think the AFP and other support programs should be paid for and shouldered by all Toronto citizens. Having the taxi/ride share industry fund support programs alone, is unfair." - Taxicab survey respondent

"The upfront cost is a major barrier to putting a wheelchair accessible taxi on the road. It doesn't make good business sense to take on such huge debt to purchase a vehicle over \$100,000.00 when there is no money to be made." - Taxicab survey respondent

VFH Stakeholders are generally supportive of the City's proposal to introduce a Central Dispatching Service (CDS) but are concerned about how a CDS would be implemented.

Wheelchair Accessible Fleet

There was consensus among stakeholders that theoretically a CDS could be useful and could help lower wait times for users with accessibility needs. Specifically, users with accessibility needs were generally supportive of a CDS, stating that it could make getting a ride more convenient. Though, all stakeholders were concerned that a CDS would be ineffective given the current size of the wheelchair accessible fleet in Toronto. People emphasized that there must be enough accessible vehicles on the road in order for a CDS to work.

Using a CDS

The concern that was cited most frequently by users with accessibility needs, caregivers, and affiliates of CSAOs was that a CDS would complicate the process of ordering a vehicle. Several comments pointed out the importance of user-friendliness in the implementation of a CDS. A CDS should not require a complex registration process and should be easy to use for people who live in Toronto as well as those who may be visiting Toronto and may require a wheelchair accessible vehicle. Many comments also highlighted the positive impact an accessible and easy-to-use app can have on VFH service. Some caregivers commented that they prefer to use a digital application (app) to order rides for those that they support because they can track the person they care for and ensure that they have arrived at the correct location. Users and members of the taxicab industry frequently referenced the CDS in Ottawa, sharing that they think the program is user-friendly and has generally been successful.

Role of Toronto Transit Commission (TTC) Wheel-Trans

Stakeholders consistently referenced Wheel-Trans when discussing the CDS, though there were varying opinions about the role of Wheel-Trans in relation to a CDS. Some people were curious about the role that Wheel-Trans could play in a future CDS and inquired about the necessity of creating an entirely new program when Wheel-Trans is already connecting users with accessibility needs to accessible vehicles. Some taxi drivers suggested that the role of Wheel-Trans be expanded and should be the only accessible VFH service provider in Toronto - all centralized dispatching for the city could be done via Wheel-Trans. This sentiment was echoed by some VFH users with accessibility needs who had positive experiences with Wheel-Trans. They advocated that the City work with the TTC to either the bolster current services (pre-booking a ride), or expand the services provided by Wheel-Trans to include an on-demand dispatching service. Other VFH users with accessibility needs disagreed. They argued that Wheel-Trans should not be an on-demand service due to the requirement to register for the service. These users stressed that access to an on-demand service is important for those with accessibility needs and Wheel Trans, while helpful some of the time, should not be considered a substitution for on-demand service.

What We Heard

"I am concerned that the price for the rides will increase, because a CDS will be costly infrastructure. When you put all of your eggs in one basket, it can make things less reliable. If the CDS system goes down it will affect everyone." - User survey respondent

"Bolster the TTC's program. Add more vehicles, maybe add an app component. Perhaps add additional drivers and additional empathy training. No need for a new service. Use what we have and improve it." - User survey respondent

"Ensure on-demand ride hailing services have more wheelchair accessible cars" - Survey track 2 respondent

"I don't like having to preregister for accessible service. A lot of people we serve in our community have difficulty with preregistering. You have to prove your disability. I had to reregister for Wheel-Trans after years of using it. It can be overwhelming. The process for registering is super onerous. It's not on demand if we're talking about that. It's not guaranteed then." - Focus group participant

"Without a strategy for more accessible vehicles, central dispatch is useless." - User survey respondent

"I think a centralized dispatch is a good idea. With Wheel-Trans, having one system works really well. If I could have a system where I could phone in to one number rather than trying to track down multiple brokerages, then I think it would be great. I think the one thing that would concern me would be if the information about my destination was misunderstood. If I ended up in the wrong location, then the driver would need to be adaptable, and I'm not sure how the dispatch service would relate to that." - Focus group participant

Driver Wages

Within the PTC and taxicab industry people are facing economic hardship due to falling wages and rising costs.

Financial Struggle

There was consensus among those within the taxicab industry and PTC drivers that it has become incredibly difficult to earn a living in the VFH industry. Based on the survey data, the top income-related concerns cited by members of the taxicab industry and PTC industry were that drivers are unable to earn a livable income and that their income has been decreasing over time. Those within the taxicab industry who responded to the survey also commented that the high cost of operating a taxicab (fees, insurance, maintenance) is a major contributor to low driver earnings.

During the consultation meetings PTC and taxicab drivers alike, shared personal stories and expressed exasperation at how difficult it has become to sustain themselves and their families working as a driver. Taxicab brokerage owners shared how challenging it is to keep their businesses operational in the face of rising costs. GPA consistently heard that people working in the VFH industry are in dire financial circumstances.

Minimum Wage & Hours Worked

A majority of drivers working within the VFH industry are working over 30 hours a week, often for less than the current provincial minimum wage of \$16.55 per hour.

Survey findings include:

- 62% of PTC drivers are working over 30 hours. 44% work 40+ hours.
- 59% of taxicab drivers are working over 30 hours. 56% work 40+ hours.
- 71% of taxicab survey respondents and 65% of PTC respondents reported that VFH was their primary source of income.

- A majority of PTC industry survey respondents (59%) and taxicab industry survey respondents (51%) have an hourly net income (earnings after expenses) under \$15 per hour. Among those who indicated that they were earning below \$15 per hour, many indicated that they were earning far less.

GPA heard from taxicab drivers that since 2016 (when Uber was included in the City's by-law), they have had to work significantly longer hours in order to make sufficient earnings. This sentiment was echoed by PTC drivers who reported that they have been working longer hours for less compensation in recent years. Additionally, both industries agreed that drivers should earn at least minimum wage for their work.

User Concern

Feedback from the online survey revealed that VFH users are concerned about how much drivers are earning. People are concerned that both taxicab drivers and PTC drivers are not being compensated fairly for their work. Users were particularly concerned that PTCs (Uber and Lyft) are taking advantage of drivers and keeping an unfair proportion of PTC trip fares.

Although wages are within provincial jurisdiction, the VFH industry requested that the City pursue interventions that would improve driver earnings.

Licensing Limit

The majority of comments from those working in the VFH industry related to driver wages were accompanied by requests for the City to enact a licensing limit. Those working within the VFH industry frequently connected the oversupply of vehicles-for-hire in Toronto to poor driver wages, arguing that more drivers competing for the same amount of work means lower wages for everyone. People stated that introducing a licensing limit is a meaningful way in which the City can improve driver wages.

PTC Fare Split & Driver Compensation

Several PTC drivers reported that their earnings have decreased in recent years because PTCs (Uber, Lyft) have been keeping a higher proportion of the trip fare. Furthermore, drivers highlighted that it is not always clear what proportion of the fare they will keep. They added that trip fares fluctuate based on demand – “surge pricing” – as opposed to distance or time. Some drivers articulated that this felt arbitrary and therefore unfair. They stated that the lack of transparency and inconsistency makes it feel like they are being taken advantage of for the benefit and profit of the corporations for which they drive. Multiple drivers requested that the City introduce regulation that would require PTCs to pay their drivers either a fixed per kilometer rate, a fixed per minute rate, or both, with the goal of providing greater clarity and stability when it came to PTC driver wages.

Some PTC drivers expressed a desire to be compensated for all of the time that they are active on the app and not just the time when they have a passenger in the car. They claimed that they are not being compensated for the time they spend on the app waiting for an assignment (“P1 time”) and for the time they spend driving to pick up a passenger (“P2 time”). Drivers argued that all of the time they spend logged into and active on the app should count as time spent working for the PTC, entitling them to compensation for that work. They asked the City to enact regulation that would require PTCs to pay their drivers for P1 and P2 time.

Taxicab Meter Rates

Some members of the taxicab industry suggested that the City should increase taxicab meter rates. In particular, people were concerned that the current meter rates do not reflect the cost of living and do not account for inflation. There were a few comments from taxicab drivers that expressed a desire for the City to set a universal meter rate for both taxicabs and PTCs, arguing that this would allow for more fair competition between the taxicab and PTC industries.

What We Heard

“Day by day its getting harder to earn money. I work 10-12 hours each day and sometimes earn only \$100. I don’t make anything after expenses and my vehicle can’t be properly maintained with the minimal money I am earning these days. I am always looking for old tires, used car parts because I don’t have a choice.” - Taxicab survey respondent

“I’ve been driving for Uber and Lyft for nine years. When they (PTCs) first started operating here, they complied with all regulations and treated drivers well, especially in terms of pay. However, each year they’ve progressively treated drivers worse, which is unacceptable. As a full-time driver, I’m stuck in this business. Despite working just as hard, I now make the same amount of money that I made in 2017. Meanwhile, expenses and the cost of living have increased significantly.” - PTC survey respondent

“There are too many rideshare drivers on the road now competing for a limited number of rides thereby also driving prices down. If the rideshare companies took less of the cut and the city reduced the number of licences, there would be more competition to provide better service to customers. If you want to look at how little PTCs pay to drivers, just go on any social media group specifically for Uber/Lyft drivers and you’ll see many screenshots of ridiculously low pay.” - PTC survey respondent

“Address wages by introducing a minimum rate per kilometer and paying for driver waiting time. This will improve the situation around wages. Lyft has recently introduced upfront pay [drivers can now see ride information and what they’ll earn before accepting a ride], but I am concerned upfront pay opens the door for companies to pay drivers wages that do not accommodate for unknowns like traffic or other interruptions.” - June 25 virtual PTC meeting participant

Inactive Taxicab Owner Licences

The City's proposal to allow taxicab owner licences to remain "on-the-shelf" (inactive) for one additional year is not an adequate solution to encourage owner licences to become active.

Economic Hardship

There was agreement among the taxicab industry that the cost of operating a taxicab coupled with poor earnings and a lack of demand for taxicabs is the primary reason owners are choosing to put and/or keep their licence "on-the-shelf". Several drivers shared how difficult it has been to pay licence renewal fees in the face of decreasing earnings. High insurance costs were also cited by several members of the industry as a factor in deciding to put/keep their plate "on the shelf". Moreover, 24% of taxicab industry respondents to the online survey indicated that it is too expensive to operate a taxicab, and another 22% indicated that there is not enough customer demand.

Taxicab stakeholders highlighted that the City's proposal to allow owner licences to remain inactive for one additional year would not address the root of the problem, which is that earnings are not enough to offset the cost of actively operating a vehicle. They said that inactivity is entirely a symptom of broader industry economic challenges. GPA consistently heard from the taxicab industry "how will things be different in one year?".

Alternative Options

Many respondents expressed a desire for the City to take a different approach to inactive licences, rather than just extending the allowed period of inactivity. Several members of the taxicab industry indicated that in order to address the root of the problem, the City should consider reducing City licensing fees. Others connected a possible licensing limit to inactive licences. They suggested that a limit on the total number of PTC vehicles would increase the number of trips each taxicab driver gets per day, thereby increasing earnings and making it more profitable to operate a taxicab.

What We Heard

"The main reason why some licences are inactive is because owners are struggling to pay their renewal fees due to the recent pandemic and expensive cost of doing business in this industry. To fix this, I suggest that the City create some sort of payment plan to help owners make their plate active again. I am also an owner of a cancelled plate that wants to get my plate active again. We should help owners, not add more financial burdens." June 24 virtual taxicab industry participant

"I do not support the cancellation of taxicab owner licenses that are inactive as this does not solve the real problem. The problem is that you cannot earn a living wage performing taxicab services. Operating a vehicle will not allow me to make money." Taxicab survey respondent

"I think everyone knows why the licences are inactive. It's the excessive number of vehicles on the road. It's just not a profitable business because the City made it open entry. The core problem is basically oversupply. The only thing the City should do is address that and see how fast the licences come off the shelf. Come up with a VFH formula for the number of cars necessary to service the people in the city." - June 24 virtual taxicab industry participant

"Taxi plate renewal fees are used to fund services for the industry, yet many plates are sitting on the shelf due to a lack of business. When plates sit on the shelf, services are rendered, yet the fee remains the same. This is not fair. Many people paid large amounts of money to purchase the plate, or paid MLS thousands of dollars to transfer plates. Unfortunately, due to the flood of rideshares in the city, the plates have to sit on the shelf. It would be extremely unfair for Toronto to take back these plates without compensation. No compensation is unfair." - Taxicab survey respondent

Conclusion

Generally, there are dual perspectives that GPA heard throughout this series of consultation.

VFH Industry

GPA heard from the PTC industry and the taxicab industry that the VFH industry as a whole is struggling financially. People consistently reported that the oversupply of vehicles-for hire and lack of a licensing limit is negatively impacting how many rides people are able to complete, and therefore how much money they are able to earn. Stakeholders remarked that poor earnings coupled with the costs of operating a vehicle (insurance, maintenance, licensing fees), is making it financially infeasible to provide service. In turn drivers are choosing to either work substantially longer hours (40+ hours) or taxicab licence owners are choosing to remain or become inactive. People working in the VFH industry are frustrated and disheartened by the financial challenges they are currently experiencing.

These financial challenges are amplified for those who provide wheelchair accessible VFH services. Taxicab licence owners, taxicab drivers, and PTC drivers are less frequently opting to provide wheelchair accessible services because the expense to convert their vehicles to be wheelchair accessible and the additional operating costs associated with providing wheelchair accessible service are not adequately offset by their potential earnings. This is directly impacting the size of the on-demand wheelchair accessible fleet within Toronto. Consequently, wait times for on-demand wheelchair accessible VFH service are long.

To address these challenges, many people within the VFH industry advocated for a licensing limit and significant grants and subsidies to support wheelchair accessible service.

VFH Users

VFH users told GPA that VFH service is a critical component of the City's transportation network and they rely on affordable VFH service to meet their daily needs. There was a concern shared by several VFH users that a licensing limit could be detrimental to the way they navigate the City. People were especially concerned that wait times would increase, service would become less reliable, and the cost of service would increase. Users did express concern for driver wages; however, they did not make an explicit connection between wages, a potential licensing limit and the financial struggles the VFH industry is currently facing. VFH users also indicated that the City should focus on improving the transportation network, emphasizing improvements to the City's active transportation infrastructure and the reliability and quality of TTC services.

GPA heard that the current VFH system is working well for users who use standard service, however, it is not working for VFH service providers from an economic perspective and this is negatively impacting users who require wheelchair accessible service. VFH service providers expressed exasperation regarding the City's current regulatory approach.

It was clear from the feedback that GPA received through the consultation meetings, focus groups, and online survey that all VFH stakeholders (including users/public) view the main topics for consultation as interconnected. There was a desire from all participants for the City to, first, consider how their proposed solutions and amendments to the VFH by-law relate to one another, and second, address the underlying causes of the problems that are affecting VFH service providers and users with accessibility needs.

Appendix 1

Online Survey Summary and Survey Summary Statistics

Vehicle-for-Hire Public and Stakeholder Consultation

Public and Stakeholder Survey Summary

Summer 2024

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Background

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

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

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

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

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

Survey Promotion

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

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

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

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

Survey Overview

The survey was created using CheckMarket and was available on the City of Toronto's webpage from Wednesday, June 12 to Friday, July 27, 2024.

This purpose of this survey was to provide an alternate and convenient way to collect feedback for people who were unable to attend one of the five consultation meetings or two focus groups. Feedback from the survey will inform decisions made as part of the VFH by-law review process. 3,006 people responded to the survey. 1,994 completed the survey in full.

To collect targeted feedback, survey respondents were asked to indicate which group best described their relationship to vehicle-for-hire. Based on which group they selected they were asked a different set of questions. These sets of questions, or "survey tracks," were organized as follows:

- **Survey Track 1:** For respondents who identified as members of the taxicab industry
- **Survey Track 2:** For respondents who identified as vehicle-for-hire users with accessibility needs and vehicle-for-hire users who use standard, non-accessible service.
- **Survey Track 3:** For respondents who identified as members of the PTC industry

Each survey track contained between 15–30 questions, comprised primarily of multiple-choice questions. Respondents were also asked between 4–6 open-ended questions where they could provide additional feedback. All questions were optional. The summary has been organized into three sections, one for each of the survey tracks. Within each section the data has been organized by theme.

This summary provides an overview of the main findings from the online survey, focusing on where there were points of consensus and points of dissent among stakeholder groups. *Appendix A* includes all of the results for each of the survey questions. The feedback summarized does not represent the opinions of GPA.

Demographic Data

As part of the online survey the City of Toronto chose to collect socio-economic data. They asked questions pertaining to income, age, race, and disability. Data was collected to better understand the socio-economic impacts of potential recommendations that City staff were considering as part of their report to Council. The results from these questions have been included in the summary statistics found in Appendix A.

Survey Track 1 Summary: Taxicab Industry Feedback

Survey Track 1 respondents were asked questions related to the City's Accessibility Fund Program, inactive taxicab owner licences, a potential licensing limit, and driver wages. 214 people from the taxicab industry responded to the survey including taxicab owners (111), taxicab drivers (75), limousine drivers (12), taxicab operators (9), and taxicab brokers (7) (See Figure 1: Survey Track 1 Respondents). The key findings that emerged from the thematic analysis of the survey data have been summarized below.

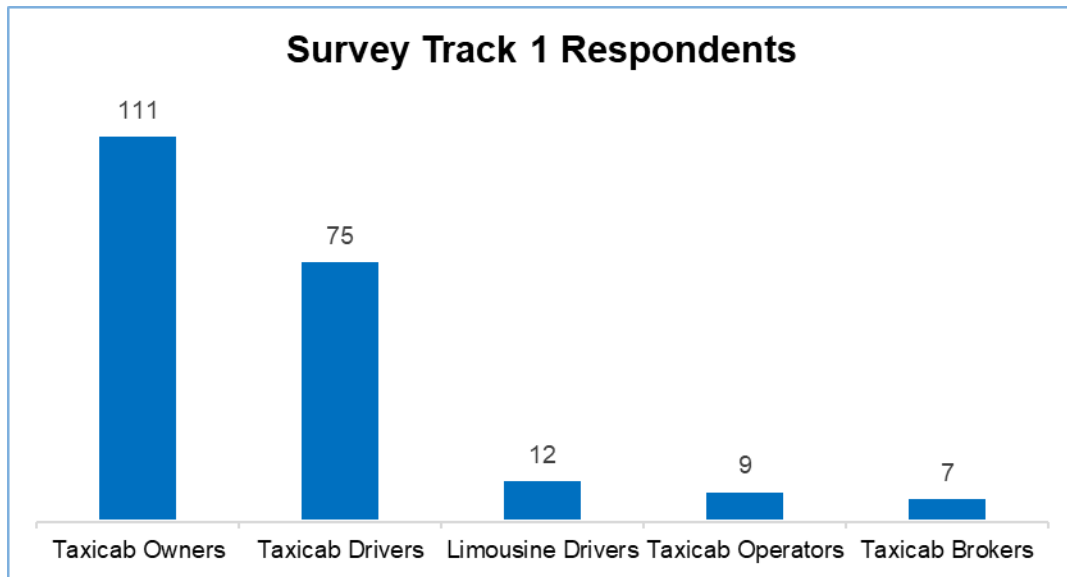


Figure 1: Survey Track 1 Respondents

Accessibility

For members of the taxicab industry, the biggest barrier to providing wheelchair accessible service is cost. This includes both the cost of converting a vehicle to be wheelchair accessible and the cost of operating (fees, insurance, maintenance) a wheelchair accessible vehicle (See Figure 2).

Several industry members cited the higher cost of insurance for wheelchair accessible vehicles as a significant barrier preventing them from providing wheelchair accessible service.

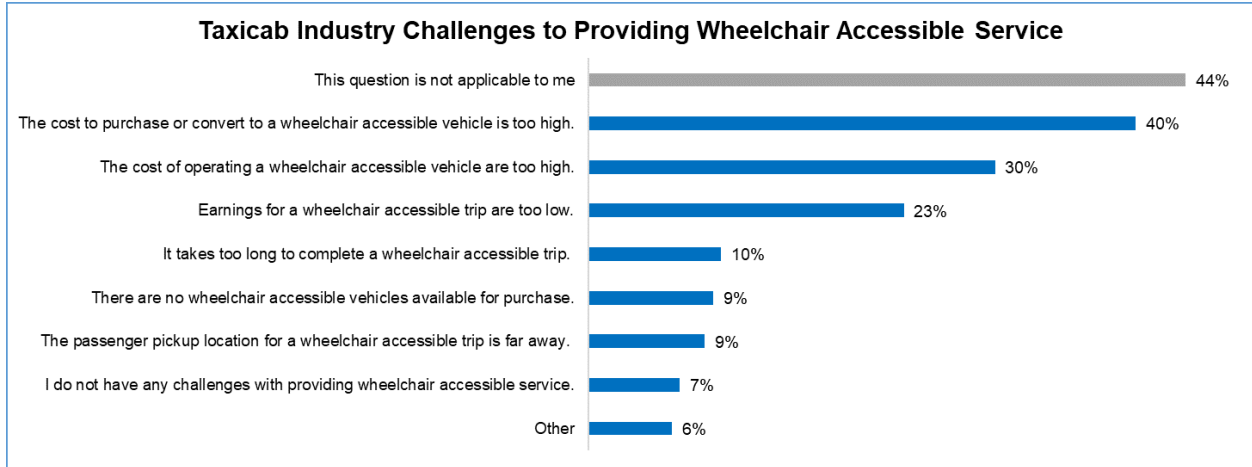


Figure 2: Taxicab Industry Challenges to Providing Wheelchair Accessible Service

There is general support among the taxicab industry for a central dispatch service.

Figure 3 shows that taxicab industry respondents were in favour of the creation of a central dispatch service, with 43% of respondents answering that a central dispatch service would be more effective at matching drivers and users and would improve overall service for wheelchair accessible trips.

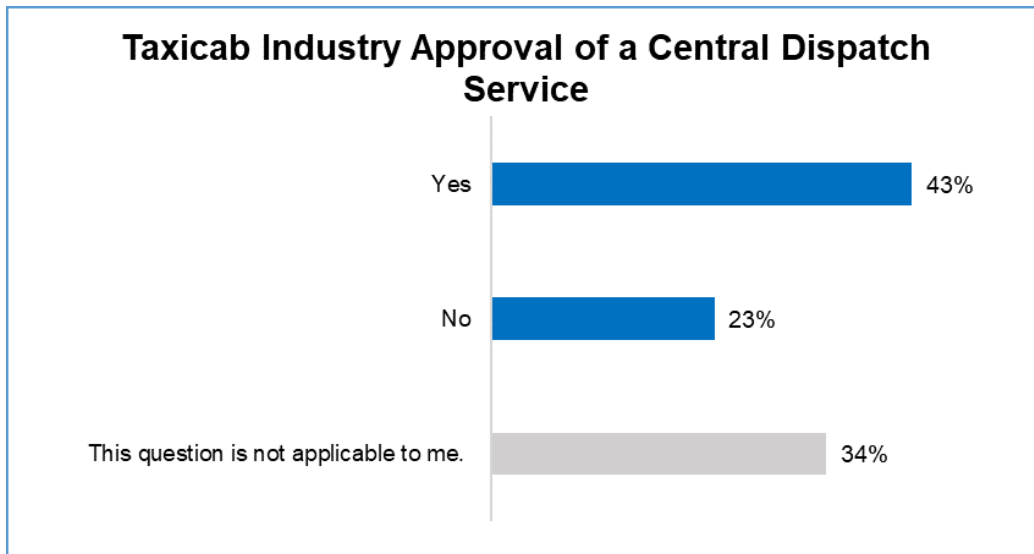


Figure 3: Taxicab Industry Approval of a Central Dispatch Service

The largest concern Survey Track 1 respondents had with regards to the central dispatch service was the potential additional cost, followed by concerns over how the service would be implemented and how the service would be integrated with existing taxicab brokerages.

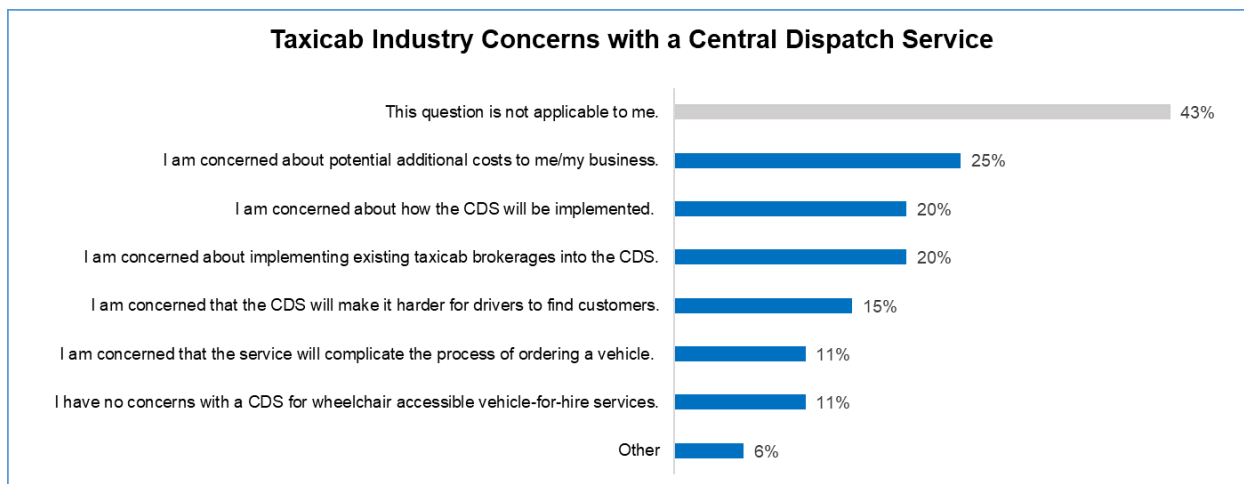


Figure 4: Taxicab Industry Concerns with a Central Dispatch Service

Members of the taxicab industry are interested in an accessible service provider incentive programs from the City.

53% of Survey Track 1 respondents were supportive of the City’s proposed upfront grant that would subsidize the cost of wheelchair accessible vehicle conversion. On average, people suggested that a per-trip financial incentive should be \$17.00. Respondents left additional comments voicing their support for an upfront grant and for City subsidies more generally. Specifically, some respondents suggested that the City should provide wheelchair accessible service providers with a guaranteed daily revenue to ensure that they are able to financially support themselves even if they do not receive a high volume of wheelchair accessible trip requests.

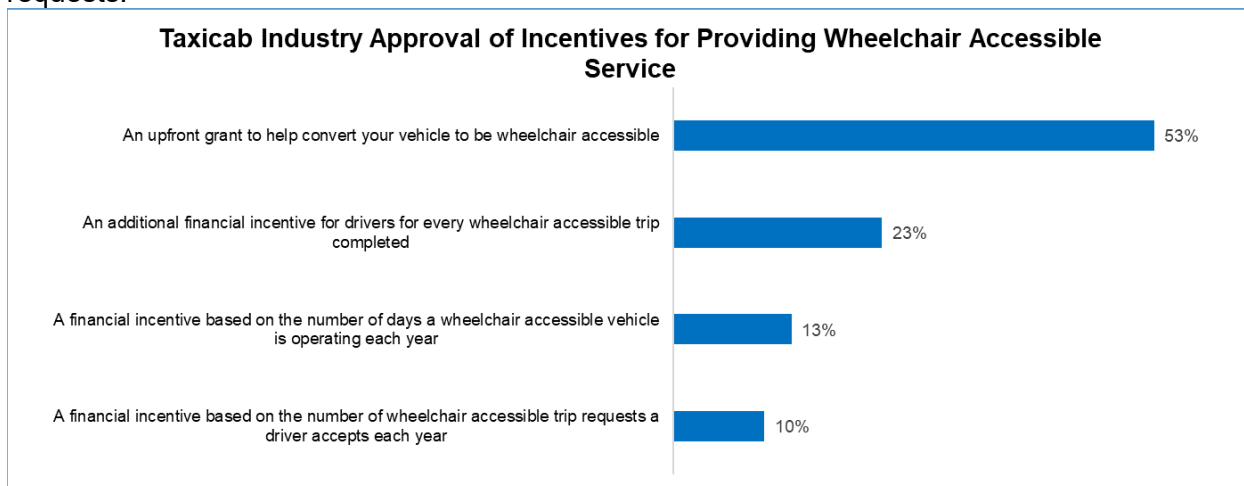


Figure 5: Taxicab Industry Approval of Incentives for Providing Wheelchair Accessible Service

Inactive Licences

Taxicab industry respondents were generally not supportive of the City’s proposal to allow taxicab owner licences to remain inactive for one more year.

In response to the City’s proposal, 39% of taxicab industry respondents said that allowing for one additional year of inactivity would not be enough time for them to either return to operation

or give up their licence. However, a significant number of respondents (24%) responded “yes,” one year would be enough time to decide what to do with their inactive licence, while another large portion of respondents (23%) said they were unsure (Figure 6).

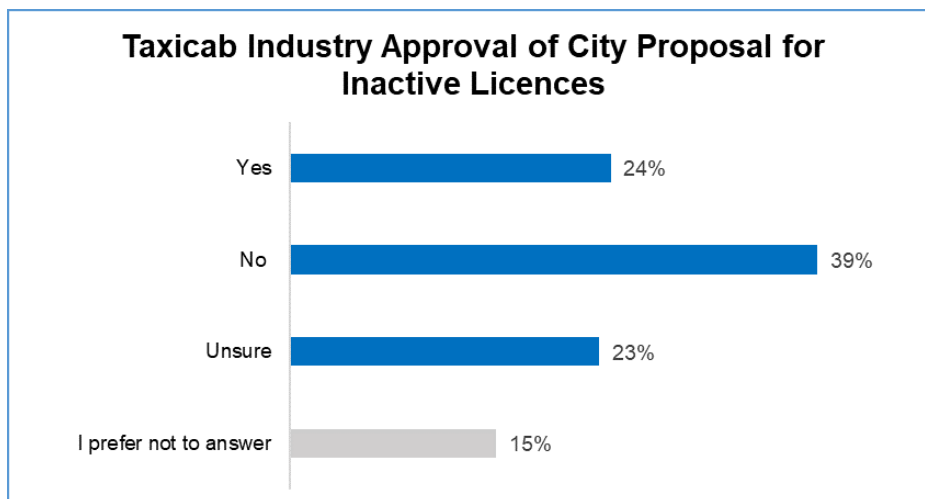


Figure 6: Taxicab Industry Approval of City Proposal for Inactive Licences

The City’s proposal to allow for inactive taxicab owner licences to remain “on the shelf” (not in use) for an additional year will not address the reasons why people are choosing to be inactive.

Respondents suggested that taxicab plates are “on the shelf” because it is more economical to be to inactive than to be actively operating a vehicle (Figure 7). Specifically, 24% of respondents indicated that it is too expensive to operate a taxicab, and another 22% indicated that there is not enough customer demand. This sentiment was echoed by comments from the taxicab industry stating that the best way to reduce driver inactivity would be to address the financial burden currently associated with operating a taxicab. Some of these commenters tied a possible licensing limit to inactive taxicab owner licences by suggesting that a limit on the total number of PTC vehicles would increase the number of trips each taxicab driver gets per day, thereby increasing driver earnings and making it more profitable to operate a taxicab. Other commenters thought that the City should compensate plate owners for the loss in secondary market value of taxicab plates that has occurred in recent years. Many respondents expressed a desire for the City to take a different approach to inactive taxicab owner licences, rather than just extending the allowed period of inactivity.

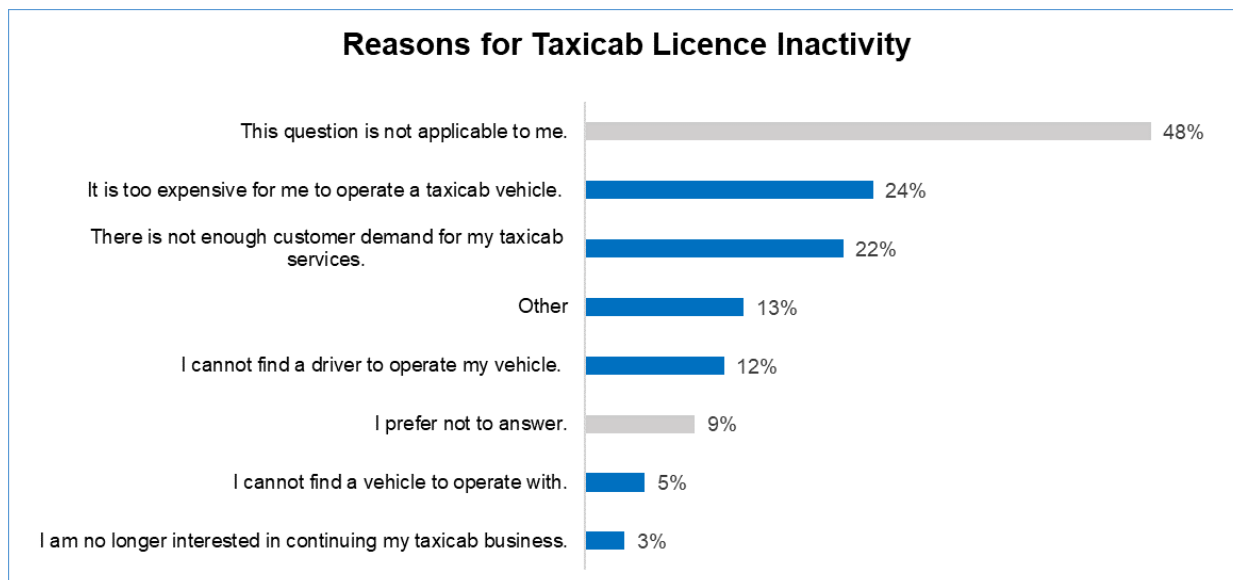


Figure 7: Reasons for Taxicab Licence Inactivity

Licensing Limit

There is strong support from the taxicab industry to limit the number of VFH vehicles operating in the city.

A majority of taxicab industry respondents (71%) indicated that they are in favour of a maximum limit on the number of VFH drivers, with only a minimal number of respondents indicating that they would be against a limit (12%) (Figure 8).

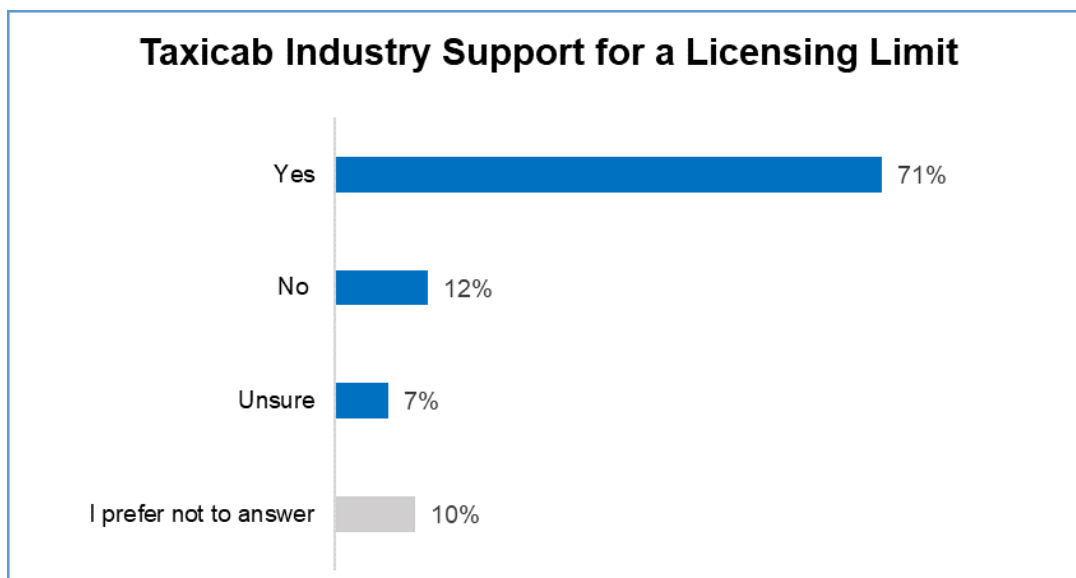


Figure 8: Taxicab Industry Support for a Licensing Limit

Furthermore, when asked if they had any concerns about a potential licensing limit, half (50%) of taxicab industry respondents said that they did not. The second most prominent response (Other) featured many written comments that advocated for a licensing limit (Figure 9). Only a small number of industry respondents seemed to be concerned that a licensing limit would

negatively impact VFH drivers in the city. These respondents were largely concerned that the City would further limit taxicabs and not target PTCs.

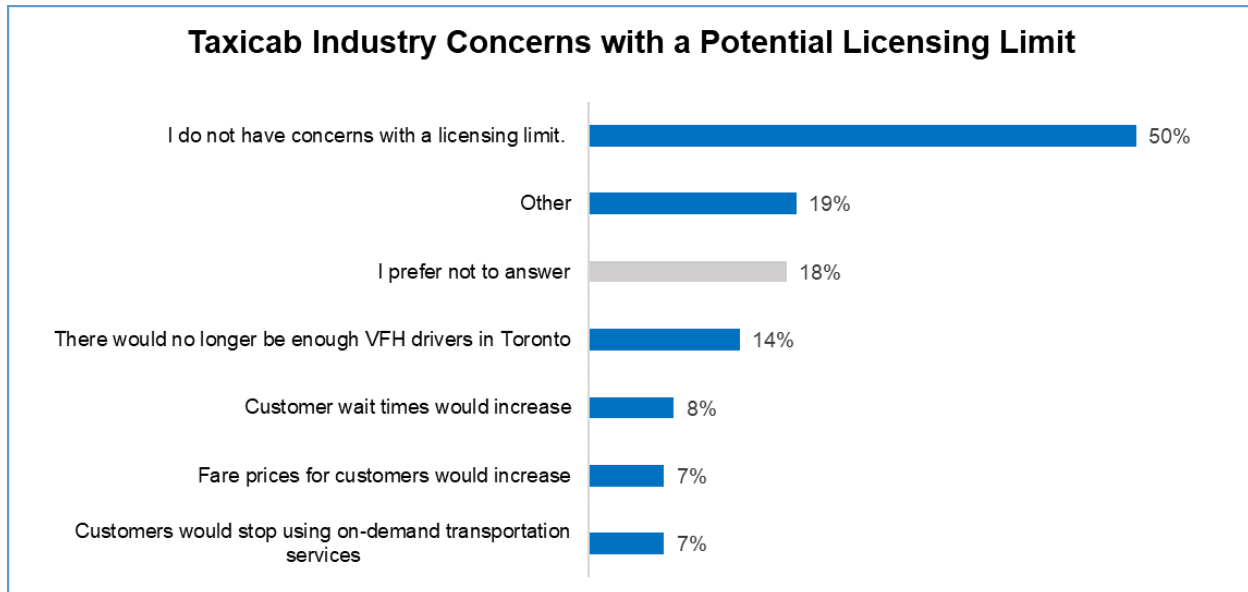


Figure 9: Taxicab Industry Concerns with a Potential Licensing Limit

A licensing limit was seen by participants as being positive for the City, delivering on City objectives such as reducing carbon emissions and reducing traffic congestion and improving driver earnings.

Among taxicab industry respondents, 58% indicated that there would be less traffic congestion in the city with a licensing limit, and 52% of people indicated that wages would be better. Only 16% of respondents indicated that there would be no benefits to a licensing limit (Figure 10). The written comments left by taxicab industry respondents largely echoed these results. There was little variation between the multiple-choice question responses and the open-ended responses. Commenters expressed frustration that the lack of a licensing limit was creating more congestion in Toronto. Participants also argued that there is currently an oversupply of drivers competing for too little demand. A licensing limit could address this problem and contribute to increased driver earnings.

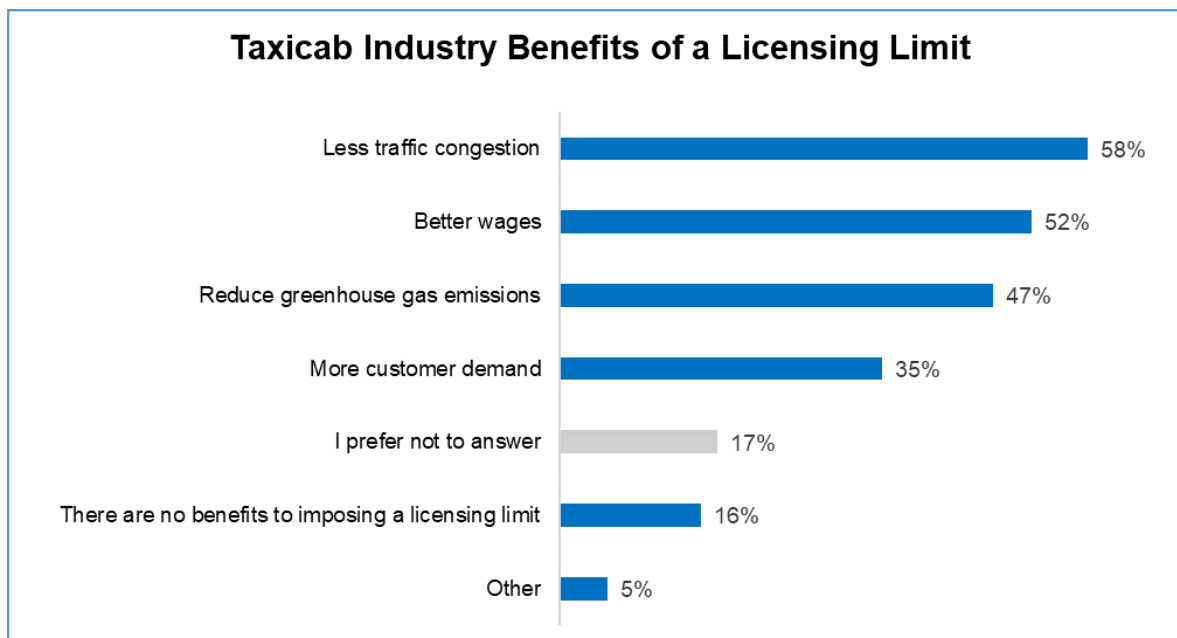


Figure 10: Taxicab Industry Benefits of a Licensing Limit

There should be a limit on the number of PTC vehicles allowed to operate within the city.

Taxicab industry respondents repeatedly specified that a licensing limit should only be placed on the number of PTC vehicles allowed in the city, as there are already limits on the taxicab industry. Respondents claimed that allowing an unlimited number of PTC vehicles on the road meant that each individual VFH driver earned less. They expressed a desire for the City to impose a licensing limit on PTCs so that there could be a more fairness and equality between the taxicab and PTC industry.

Driver Wages

Members of the taxicab industry are currently unable to adequately support themselves despite working over 40 hours per week.

The majority of taxicab industry respondents (56%) indicated that they work over 40 hours per week (Figure 11) and that driving was their primary source of income (71%) (Figure 12). Despite these long working hours, taxicab industry respondents indicated that they are concerned that

they cannot make a living with their income (55%) and that they are not earning a fair income for the work that they do (51%) (Figure 14).

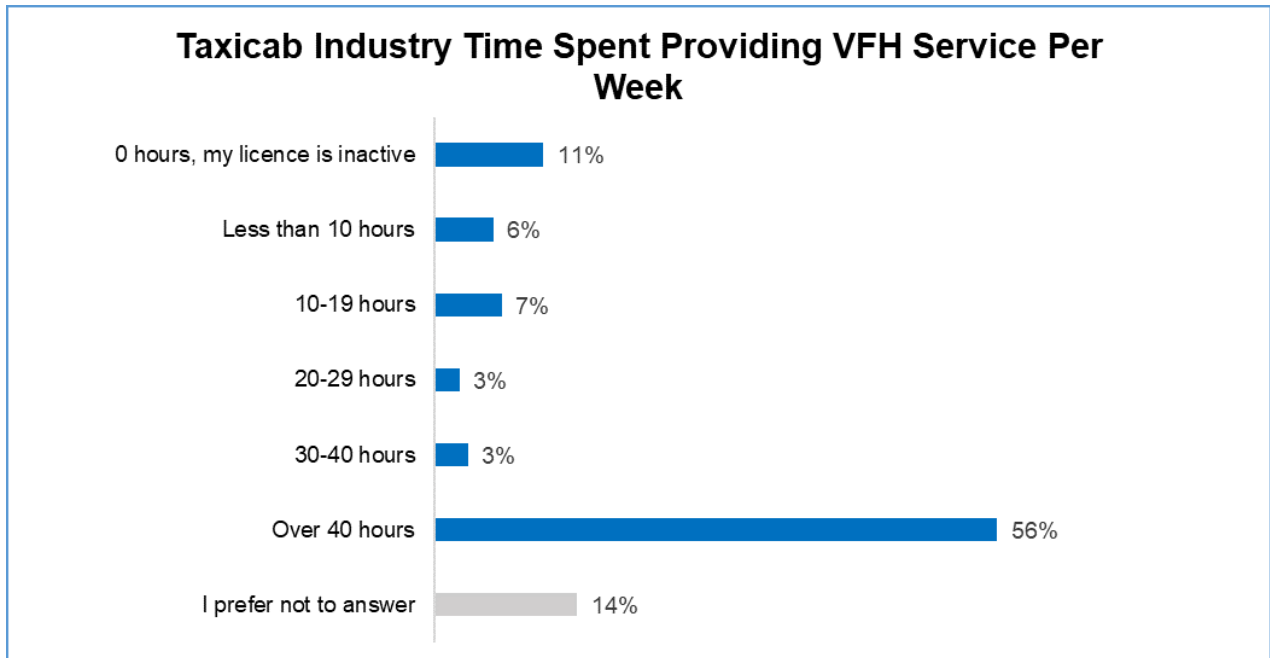


Figure 11: Taxicab Industry Time Spent Providing VFH Service Per Week

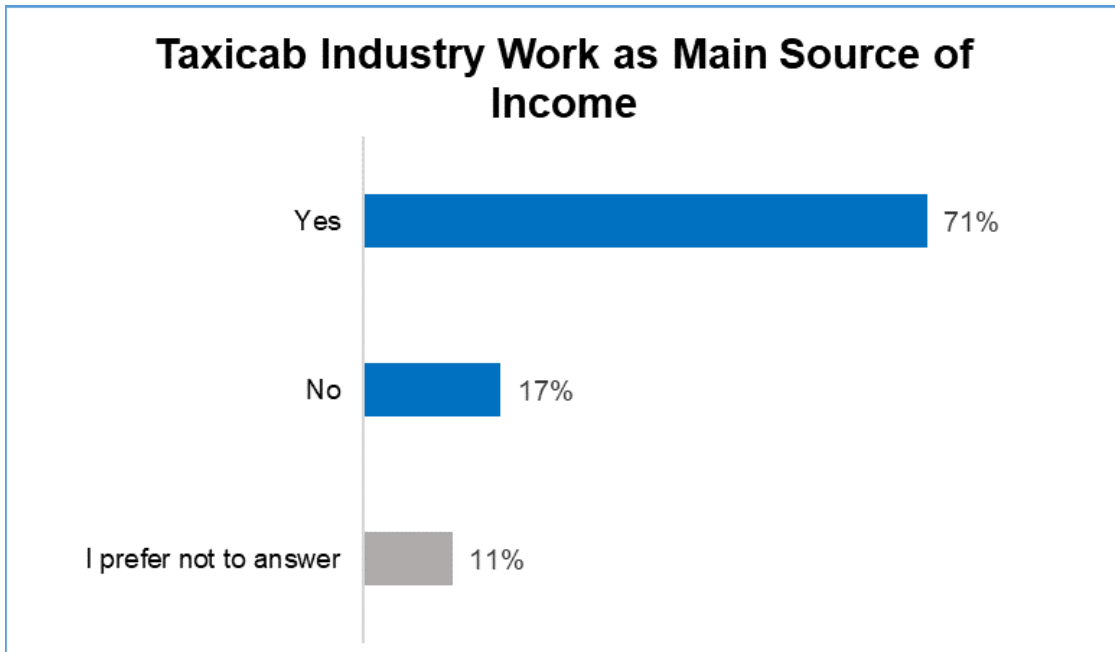


Figure 12: Taxicab Industry Work as Main Source of Income

A significant portion of taxicab industry service providers report earning less than minimum wage for their work.

51% of taxicab industry respondents reported hourly net incomes (after all expenses) of under \$15 per hour, which is below the current provincial minimum wage of \$16.55 per hour. Among

those who indicated that they were earning below \$15 per hour, many indicated that they were earning far less. The largest percentage of respondents (27%) indicated that they are earning between \$5–\$9.99 per hour after expenses, as shown in Figure 13.

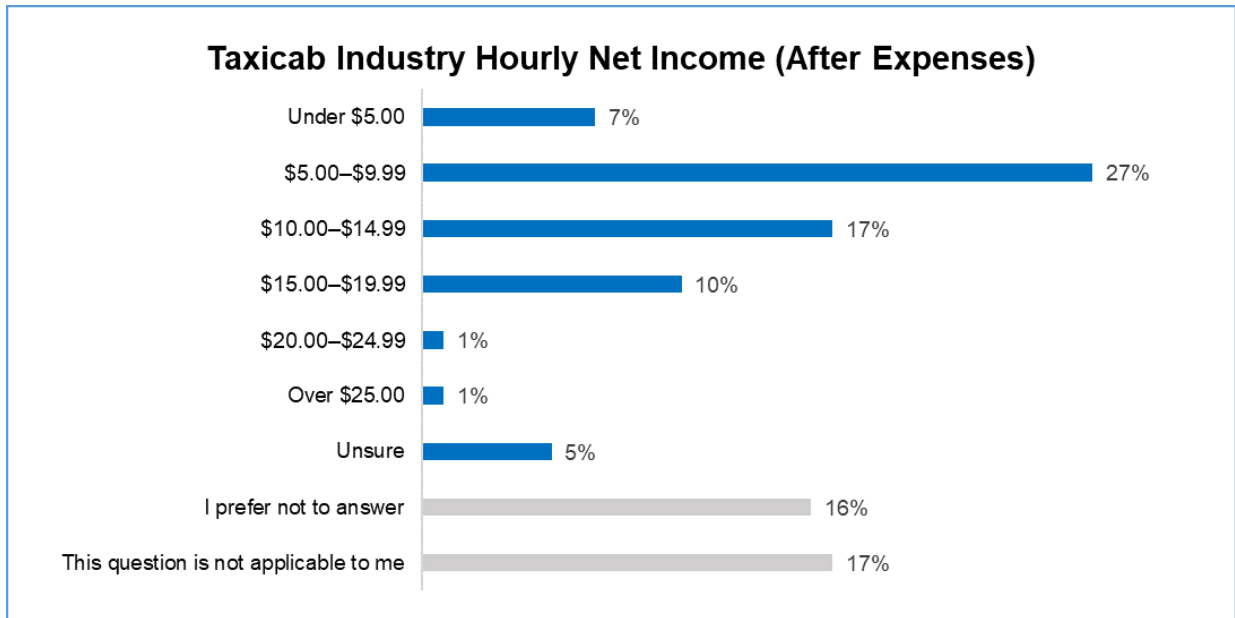


Figure 13: Taxicab Industry Hourly Net Income (After Expenses)

Respondents were also concerned that there is not enough work to earn a livable income (48%), and that their income has been decreasing over time (47%) (Figure 14). Several respondents left comments identifying the high cost of operating a taxicab (fees, insurance, maintenance) as a major contributor to low driver earnings. Based on responses to the survey question on average weekly expenses, the average weekly cost associated with operating a taxicab is \$1,061.00.

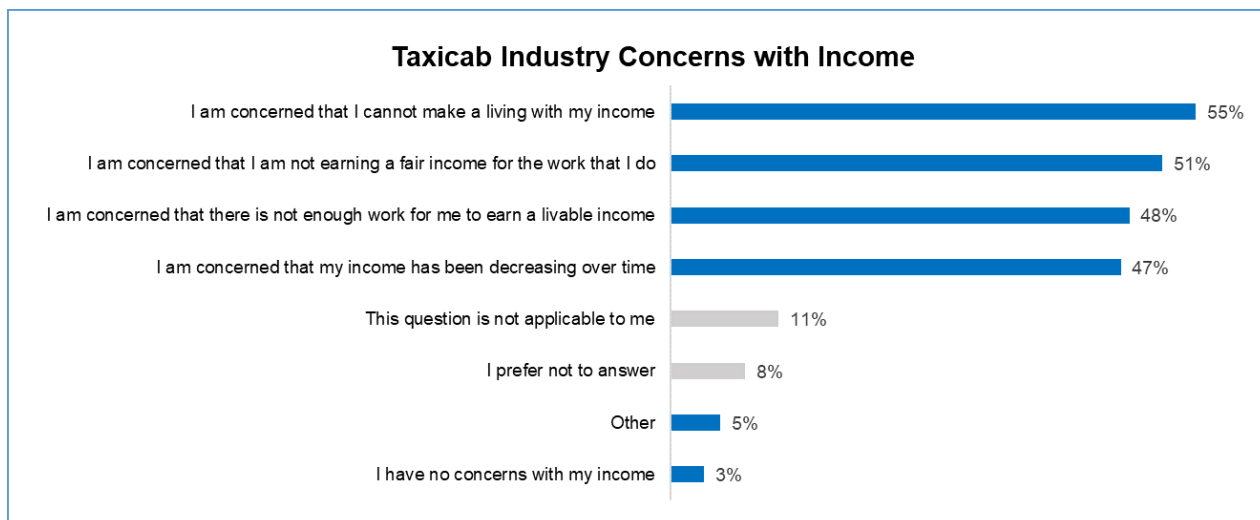


Figure 14: Taxicab Industry Concerns with Income

Miscellaneous

There is a perception among the taxicab industry that PTCs are not held to the same standards as taxicabs.

Survey Track 1 respondents shared concerns that operational and regulatory requirements (e.g. insurance, accessibility) seem to be more stringent for taxicabs than for PTCs. Respondents argued that the taxicab industry and the PTC industry provided the same service, and should therefore be regulated the same way.

There was a general sense of disheartenment that the City has not done more to support the taxicab industry.

Several members of the taxicab industry shared that, in their opinion, the City's regulatory framework is directly contributing to the decline of the taxicab industry and they feel abandoned. They questioned whether City staff and elected officials were acting in good faith on this issue. Regulations, or lack thereof, on limits, meter rates, and insurance requirements were cited as contributing to this decline.

Survey Track 2 Summary: VFH Users Feedback

Survey Track 2 respondents were asked questions related to wheelchair accessible vehicle-for-hire service, a potential licensing limit, and driver wages. 1,616 users responded to the survey including users of standard vehicle-for-hire service (1,500), users of vehicle-for-hire service with disabilities (65), caregivers who supported someone who used a wheelchair or motorized-chair (28), or affiliates of community support organizations (CSOs) for those who use wheelchairs or motorized-chairs (23) (See Figure 15). The key findings that emerged from the thematic analysis of the survey data have been summarized below.

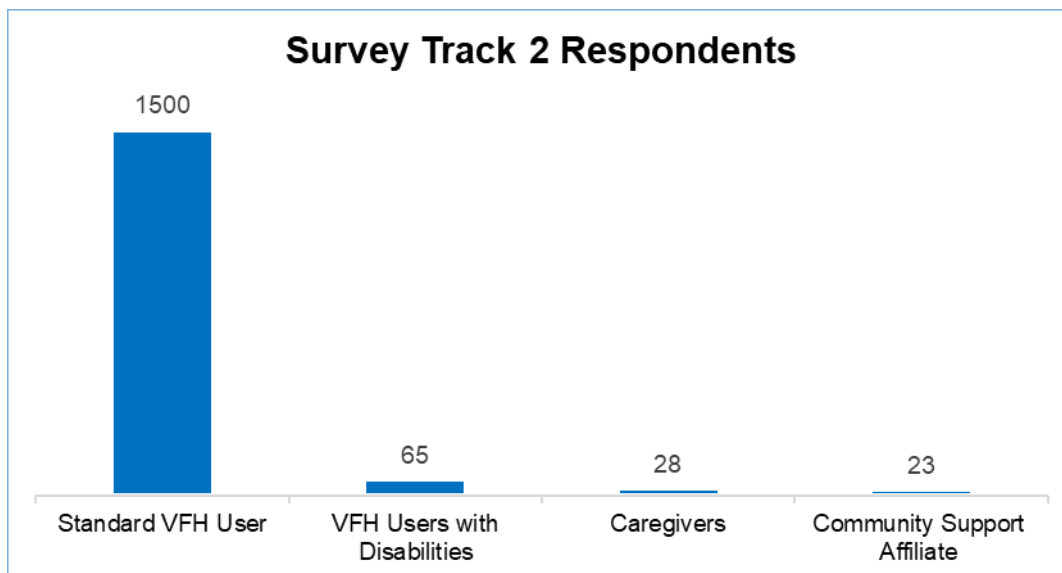


Figure 15: Survey Track 2 Respondents

Accessibility

There are mixed views among users with accessibility needs as to whether or not the introduction of a central dispatch service (CDS) would improve wheelchair accessible VFH services.

There was not overwhelming support for a CDS from users with a disability, caregivers, and CSOs. Of those that indicated that the question was relevant to them, 22% of respondents indicated that it would improve service and 18% of respondents indicated that it would not (Figure 16). Among those who identified as a person with a disability, a caretaker, or member of a CSO for wheelchair users, 30 respondents (55%) indicated they were in favour of a CDS and 24 indicated they were not (45%). The concern that was cited most frequently by respondents was that a central dispatching service would complicate the process of ordering a vehicle (Figure 17). Several comments pointed out the importance of user-friendliness in the implementation of a CDS. Many of these comments highlighted the positive impact an accessible and easy-to-use app can have on VFH service, especially for those with disabilities. Of note, 79% of surveyed users said they book a ride through an app and 20% said they will pre-book a ride in advance (Figure 18). Some caregivers commented that they prefer to use a digital application (app) to order rides for those that they support because they can track the person they care for and ensure that they have arrived at the correct location.

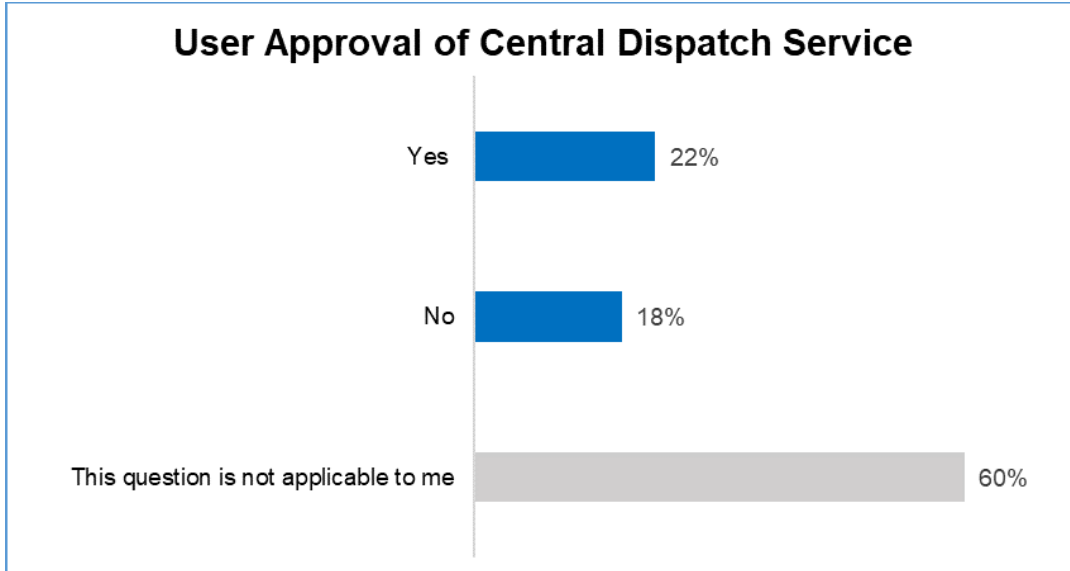


Figure 16: User Approval of Central Dispatch Service

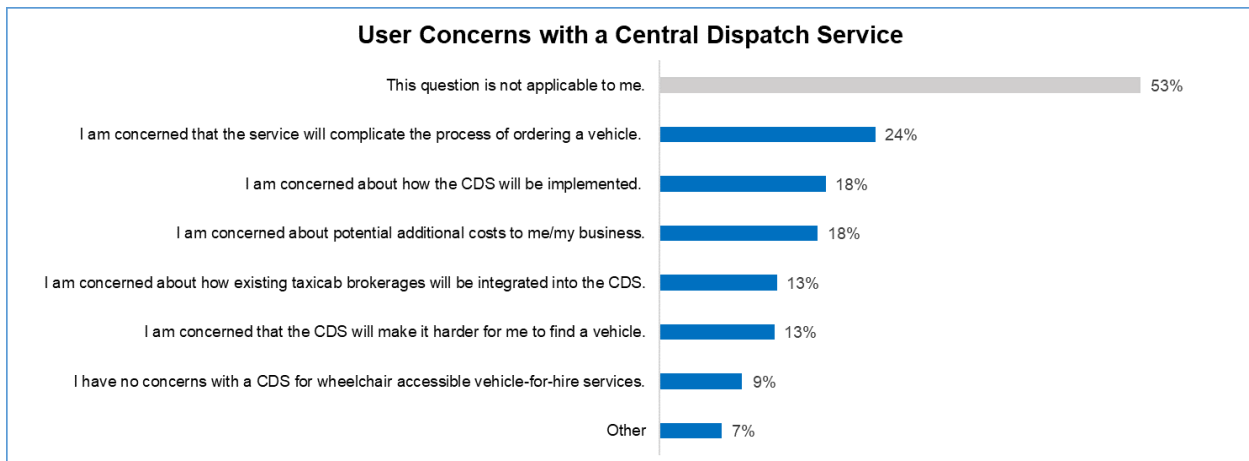


Figure 17: User Concerns with a Central Dispatch Service

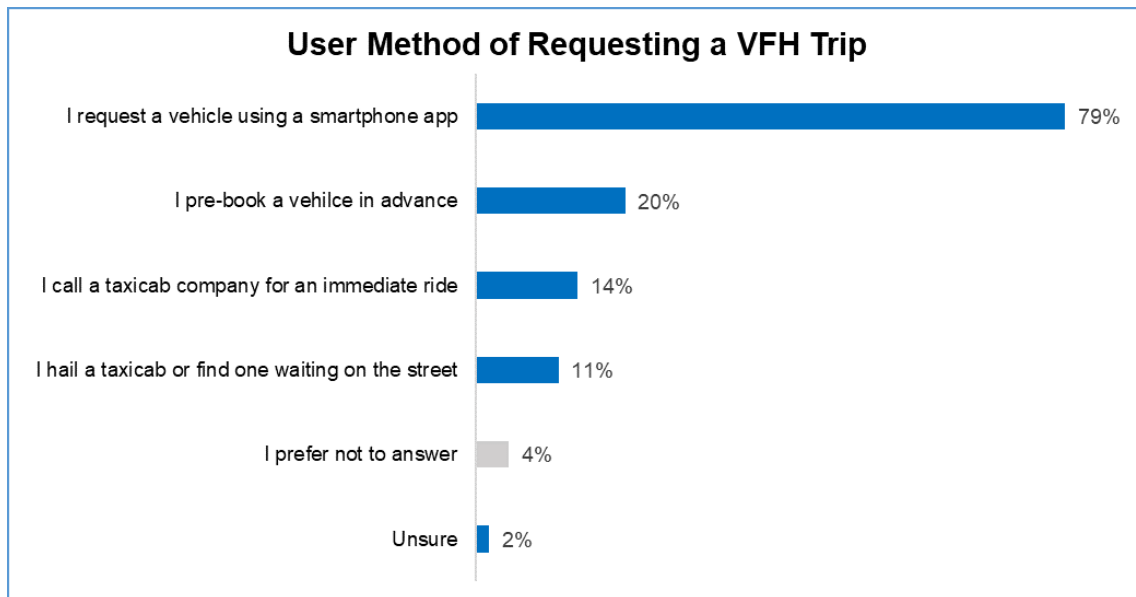


Figure 18: User Method of Requesting a VFH Trip

The lack of available wheelchair accessible vehicles contributes to longer wait times for VFH users with accessibility needs.

Multiple comments from Survey Track 2 respondents asserted that there is currently an insufficient number of wheelchair accessible vehicles in operation, and that this is the main reason it is difficult to get wheelchair accessible VFH service. 33% of respondents with disabilities, caregivers, and CSOs indicated that wait times are too long. The survey data also revealed that there is a gap in service wait times between those with accessibility needs and those without. 44% of VFH users *without* accessibility needs indicated that they were able to secure a ride within 5–9 minutes, whereas only 24% of VFH users *with* accessibility needs indicated that they were able to do so. Additionally, several respondents indicated that without enough accessible vehicles on the road a central dispatching service would be ineffective at reducing wait times.

There is some support for expanding the role of Wheel-Trans and the Toronto Transit Commission (TTC) when it comes to providing VFH service for users with disabilities.

There was widespread support among respondents for expanding access to general TTC services and/or making general TTC services more accessible so that those with disabilities can reduce their dependency on VFH. While respondents agreed that general TTC services should be expanded, there was a broader range of opinions regarding a potential expansion of Wheel-Trans service. Several respondents shared positive experiences they had had booking a ride with Wheel-Trans. Some respondents left comments advocating for the bolstering of current service. Others advocated that all on-demand VFH trips for those with accessibility needs should be handled by Wheel-Trans.

The City needs to take a more active role in enforcing the by-laws that require PTCs to provide wheelchair accessible service.

Survey Track 2 respondents shared that, based on their understanding, PTCs like Uber are not in compliance with the by-law regulations for accessible service. Respondents expressed a desire for the City to enforce these regulations more strictly and argued that there should be consequences for PTCs that are not in compliance with the by-law.

Licensing Limit

There are mixed opinions among VFH users regarding a potential licensing limit, with a slightly higher rate of disapproval than approval.

When asked whether the City should impose a maximum limit on the number of VFH and PTC drivers, 36% of respondents said yes and 46% said no (Figure 19). Conversely, among written

comments from respondents, 290 responses were in favour of a licensing limit and 244 responses were opposed (Figure 20).

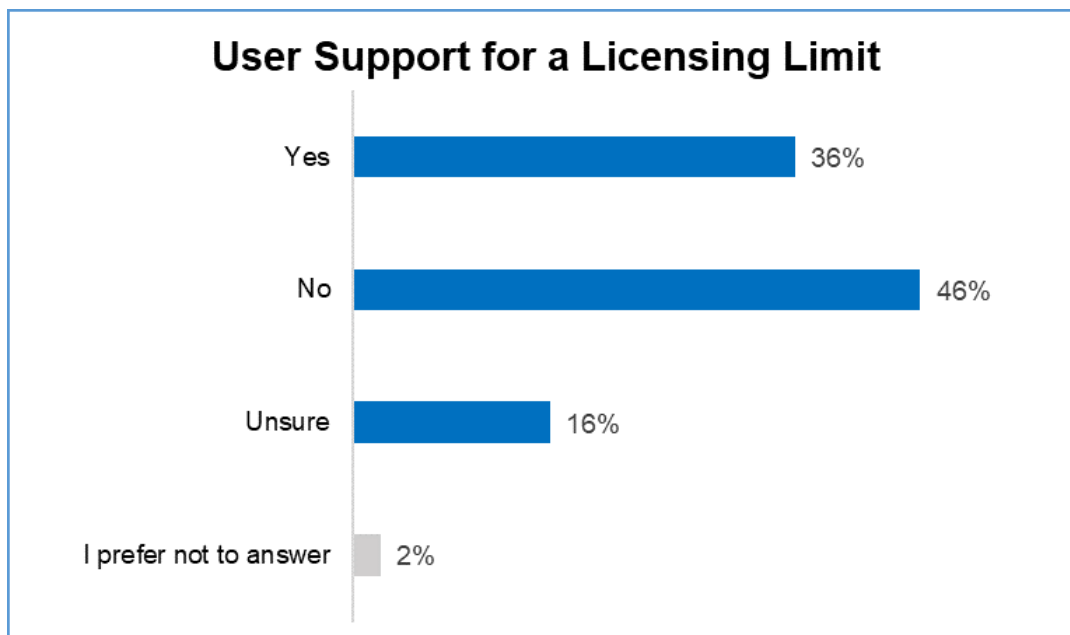


Figure 19: User Support for a Licensing Limit

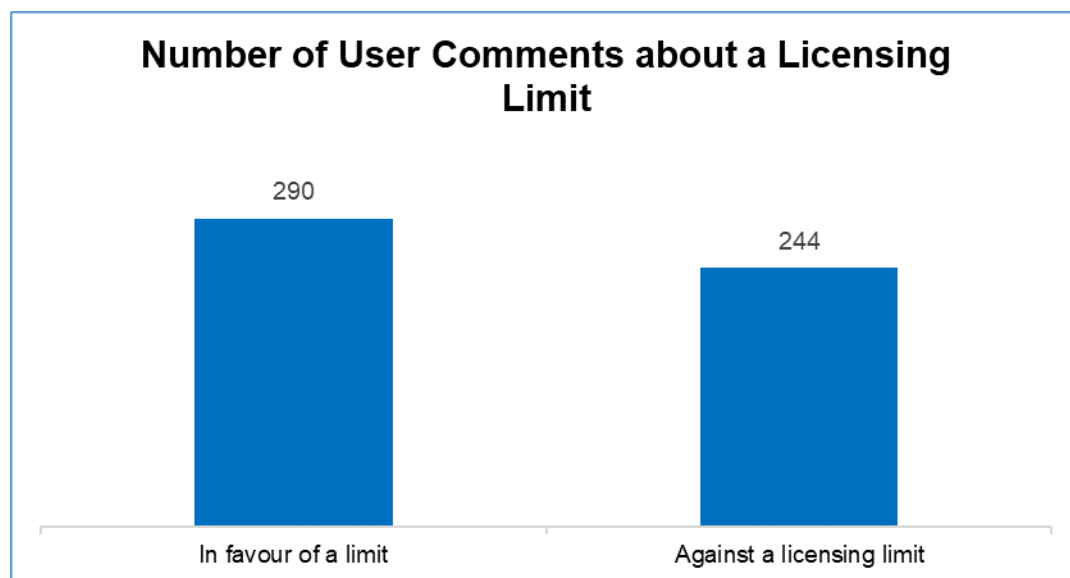


Figure 20: Number of User Comments about a Licensing Limit

To further glean how a licensing limit may impact VFH users, the City asked Survey Track 2 respondents if a licensing limit would positively impact the way that they travel around Toronto. 43% of respondents *disagreed or strongly disagreed* that a licensing limit would improve their ability to travel around the city, whereas only 27% of respondents *agreed or strongly agreed* that a licensing limit would improve their ability to get around the city (Figure 21). While the data does not indicate that users are *overwhelmingly* against a licensing limit, it does suggest that there are *slightly* more VFH users who are against a licensing limit.

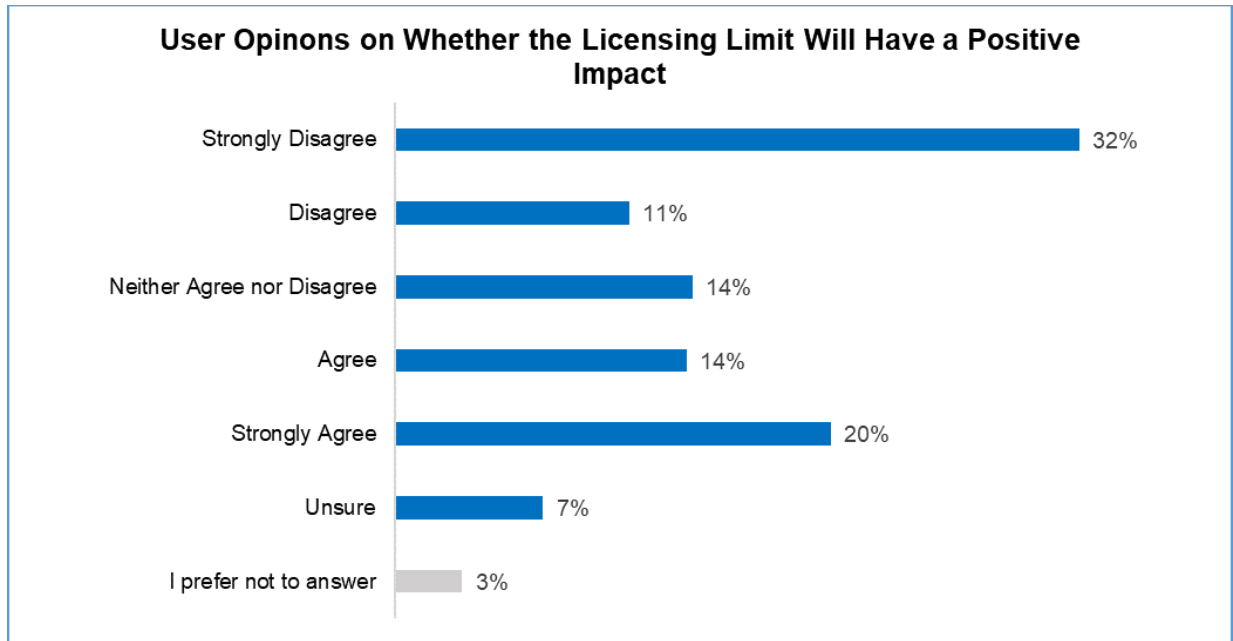


Figure 21: User Opinions on Whether the Licensing Limit Will Have a Positive Impact

VFH users had a number of concerns regarding a potential licensing limit.

The most common concerns were:

- Rising service costs.** 47% of respondents were worried that prices of VFH services would increase if a licensing limit were implemented (Figure 22). Several respondents commented that they relied on affordable VFH services to get around the city and believed they would not be able to afford these services if prices increased. Some respondents were worried that a licensing limit would result in increased fares and potentially disproportionately impact VFH users that have a disability and/or those of lower socio-economic status.
- Increased wait times.** 45% of respondents indicated that they were concerned that wait times would increase if a licensing limit were introduced. Additionally, 41% of respondents expressed concern that a limit would result in a shortage of VFH drivers in the city (Figure 22). Respondent comments emphasized their satisfaction with the current reliability of VFH service in the city and their strong opposition to City regulations that could potentially disrupt this reliability.
- Intervention of government in the market.** Several respondents left comments saying that they were opposed to government intervention in the VFH market. These respondents argued that it was better to let the free market determine how many VFH drivers should be permitted to operate. Many of these VFH users were concerned that a limit would restrict an industry that they viewed as working well. Some other respondents had concerns that a licensing limit would result in the creation of a secondary market for licences.

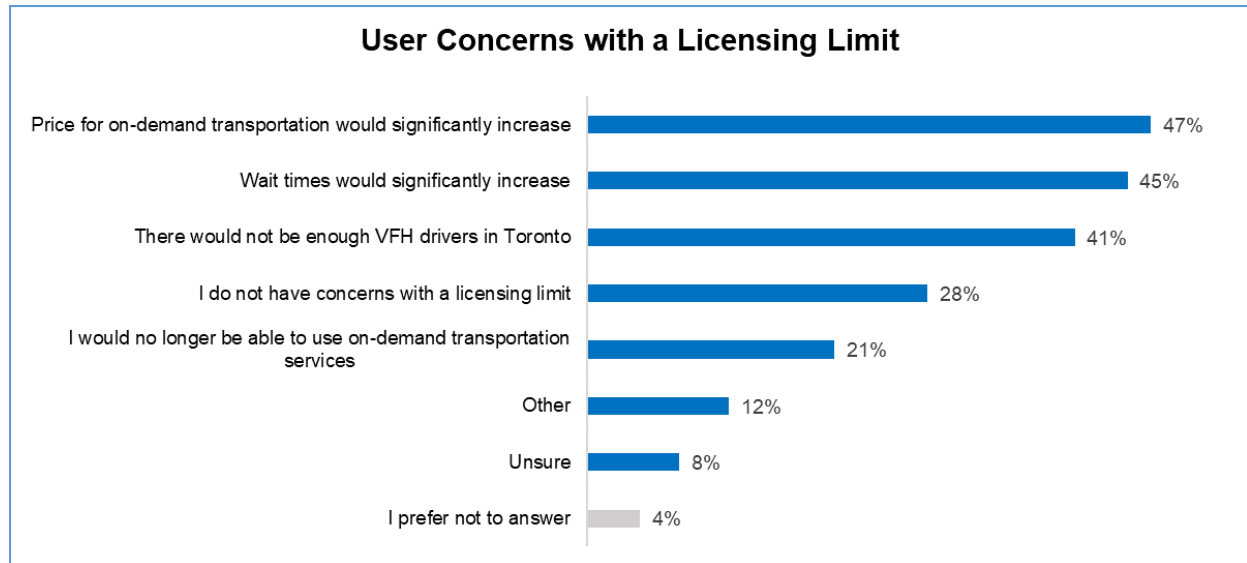


Figure 22: User Concerns with a Licensing Limit

VFH users identified several potential benefits of a potential licensing limit.

The benefits identified include:

- Less traffic congestion.** 41% of respondents indicated that less traffic congestion would be a benefit of imposing a licensing limit (Figure 23). Additionally, 111 respondents left comments citing the high number of PTC vehicles as a cause of congestion (Figure 24). Several of these respondents shared anecdotal evidence of times they had seen PTC vehicles driving around on city streets without a passenger, contributing to congestion.
- More regulation of the PTC industry.** 106 respondents left written comments expressing their dissatisfaction with how Uber and Lyft operated and framed the licensing limit as one potential way the City could impose stricter regulation on these companies (Figure 24). Several of these respondents felt that PTCs exert too much influence over the city's transportation network, and remarked that a licensing limit is a way that the City could reign in these large corporations.
- Better driver wages.** 38% of VFH user respondents indicated that they thought a licensing limit would result in better wages for drivers (Figure 23).
- Reduction of greenhouse gas emissions and other pollutants.** 33% of respondents indicated that a licensing limit would result in a reduction of greenhouse gases (Figure 23). Respondents also indicated that a licensing limit could result in better air quality in Toronto and reduce other pollutants that are emitted by vehicles. Others suggested that a licensing limit was necessary for the City to meet its climate action goals.

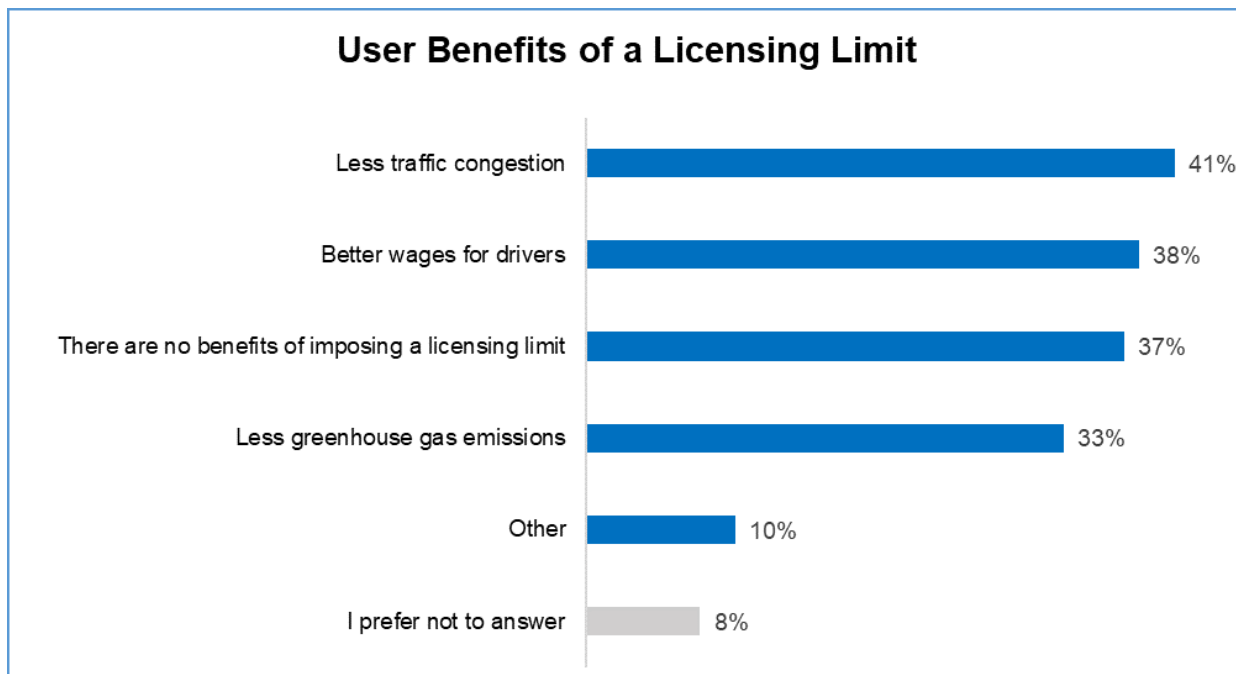


Figure 23: User Benefits of a Licensing Limit

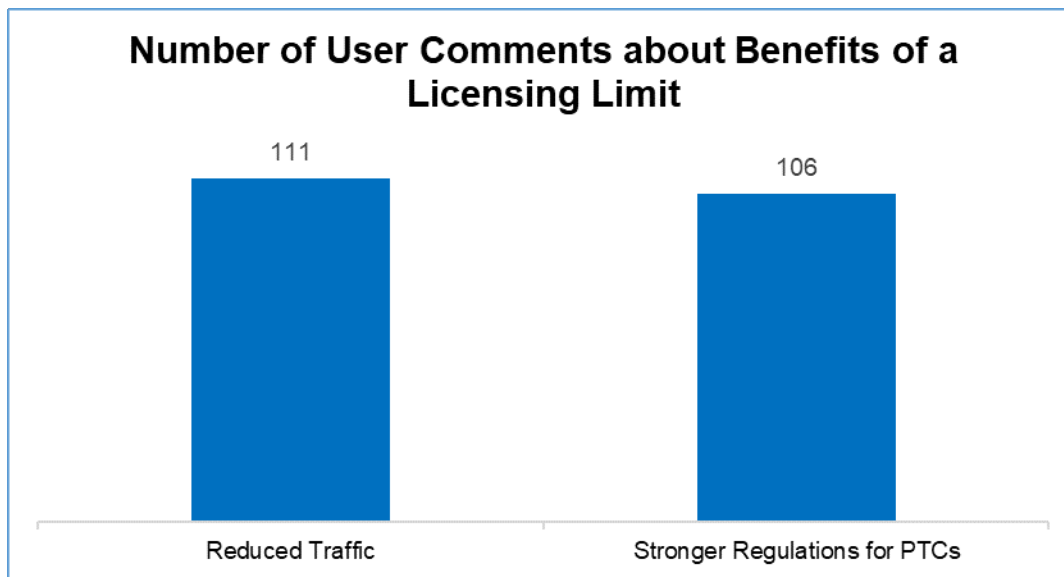


Figure 24: Number of User Comments about Benefits of a Licensing Limit

VFH users connected the licensing limit to the need for holistic improvements to the City’s transportation network.

There was consensus among respondents that the public transportation network in Toronto needs to be improved. However, there were variety of opinions about whether a licensing limit would help or hinder Toronto’s transportation network Some people remarked that TTC service should be safer and more reliable before a licensing limit was introduced. Others argued that limiting vehicles-for-hire would cause a boost in TTC ridership and increase revenue that could be used to improve Toronto’s public transit system. Several respondents who were against a licensing limit pointed out how PTCs fill the gaps in the City’s transit network, and have

therefore become a critical part of mobility infrastructure that is heavily relied upon for people's daily needs (e.g. getting to work). Conversely, other respondents believed that the prevalence of PTC vehicles made navigating the City more difficult for cyclists and pedestrians. These people said that the high number of PTC vehicles downtown contributed to a sense of discomfort when crossing the street or traveling down busy roadways. Multiple cyclists shared experiences of times when PTC vehicles had blocked off bike lanes or otherwise endangered them, and felt stricter regulation was needed to protect them. Some respondents were concerned a limit would result in higher rates of private vehicle ownership, or expressed that if VFH service was made more unreliable that they would instead be forced to buy a car.

There was discussion as to whether or not the City should consider exempting certain vehicles from a potential licensing limit.

Several respondents argued that electric vehicles (EVs) should be exempted from a licensing limit because they are better for the environment and help push the City towards a zero-emissions future. Some of these respondents expressed their support for companies like Autzu, which allows for drivers to rent EVs. However, other comments argued that EVs still contribute to traffic congestion. A different group of respondents expressed concern that a licensing limit would result in fewer wheelchair accessible vehicles and asked that the City consider exemptions for these types of vehicles because they provide crucial service to those with disabilities.

Driver Wages

VFH users are concerned that drivers are not earning a living wage and/or are not being paid fairly by the PTCs they work for.

48% of surveyed VFH users were concerned that drivers cannot make a living wage, and another 44% were concerned that drivers are not earning a fair wage for the work they do. Only 25% of respondents indicated that they have no concerns regarding driver wages (Figure 25). Additionally, respondents left a high volume of comments indicating their support for increased driver wages. Many of these comments argued that PTC drivers should be held to the same employment standards as other companies. They argued that PTCs should be providing benefits for drivers who are working full-time and expressed concerns about the ethics of the current employment structure of gig work. 69 comments mentioned that they believe drivers should be paid a minimum wage or expressed concern that drivers are not currently making minimum wage. 116 comments accused PTCs of taking advantage of their drivers and/or taking too large a share of earnings away from drivers (Figure 26). Several of these comments asked the City to enact stricter regulation around driver wages to ensure drivers were being treated fairly. A minority of comments argued that the City should let the free market determine wages and that dissatisfied drivers should consider seeking new employment in other sectors if they were unsatisfied with their earnings.

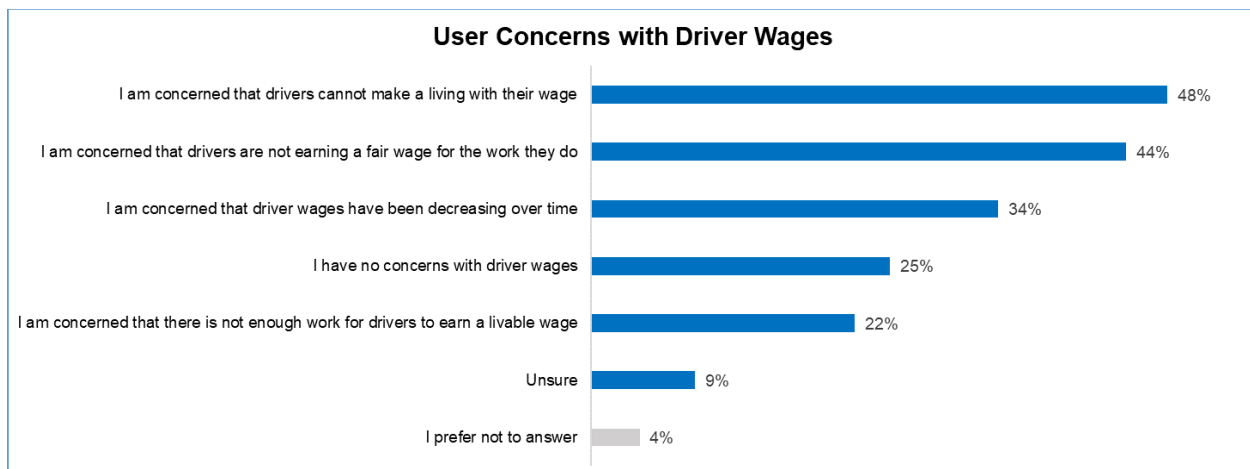


Figure 25: User Concerns with Driver Wages

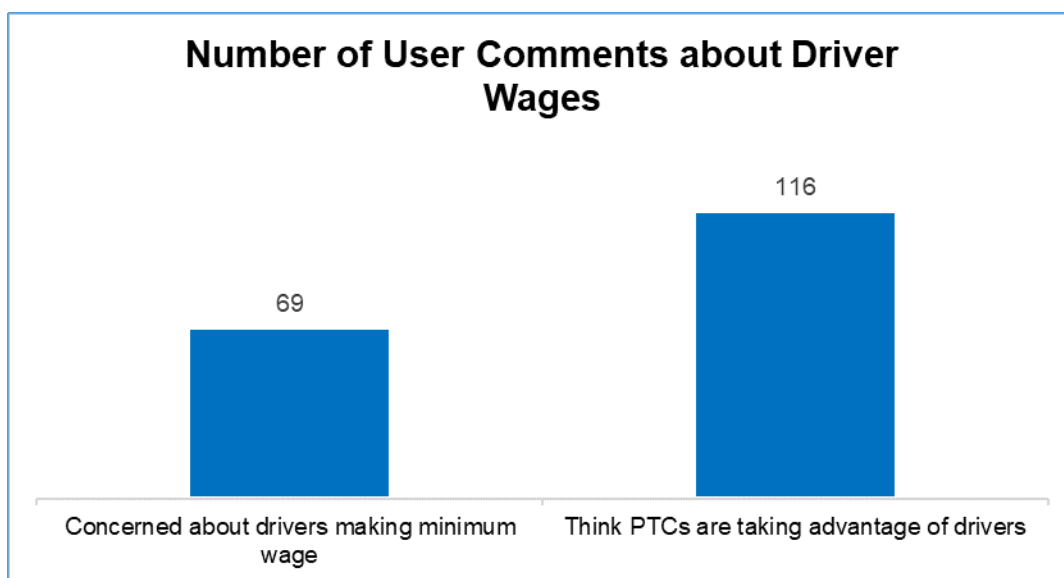


Figure 26: User Comments about Driver Wages

Miscellaneous

Some VFH users expressed dissatisfaction with taxicab service quality.

Some VFH standard service users shared anecdotal experiences of times they had received poor taxicab service. Users shared complaints about vehicle quality and cleanliness, refusal of service by drivers, lack of driver road safety training, and the high cost of service.

Some respondents thought the City was consulting about the wrong topics or otherwise disagreed with how the City was conducting consultation.

Several respondents commented that the City should be consulting on other transportation-related topics instead of VFH, such as how to reduce congestion caused by road construction and how to improve public transit service. A small number of respondents left comments disapproving of the survey methodology. There were two concerns about the questions being

slanted and the outcome being pre-determined and another two comments about a lack of information on the research outcomes and explanation of the issues.

VFH users had a variety of recommendations for improving the VFH industry that were beyond the scope of this consultation and by-law update.

Several respondents who identified as women asked for increased regulations around driver safety training, saying they often felt unsafe while using VFH service. Some VFH users voiced their opposition to surge pricing. Respondents also advocated for the expansion of car-sharing services like Car2Go and CommunAuto within the city. Some users thought that VFH should offer a service option for those with pets so they could bring their dogs with them in the car.

Survey Track 3 Summary: PTC Industry Feedback

Survey Track 3 respondents were asked questions related to the to the City's Accessibility Fund Program, a potential licensing limit, and driver wages. 1,076 people from the PTC industry responded to the survey including PTC drivers (972) and corporate PTC representatives (104) (Figure 27). The key findings that emerged from the thematic analysis of the survey data have been summarized below. The key findings that emerged from analysis of the survey data have been summarized by category below.

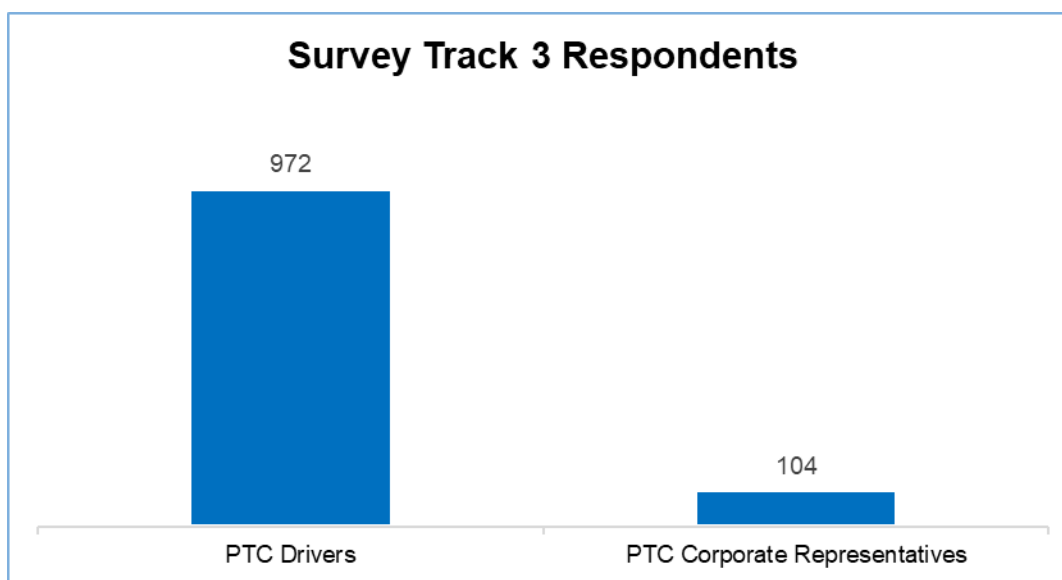


Figure 27: Survey Track 3 Respondents

Accessibility

For members of the PTC industry, the biggest barrier to providing accessible service is the increased cost of buying, converting, and maintaining an accessible vehicle.

According to respondents, the two biggest hurdles to providing wheelchair accessible service are the cost of purchasing or converting to a wheelchair accessible vehicle (23%) and the cost of operating a wheelchair accessible vehicle (12%) (Figure 28). Several PTC drivers left

additional comments confirming that it the cost which kept them from providing wheelchair accessible service.

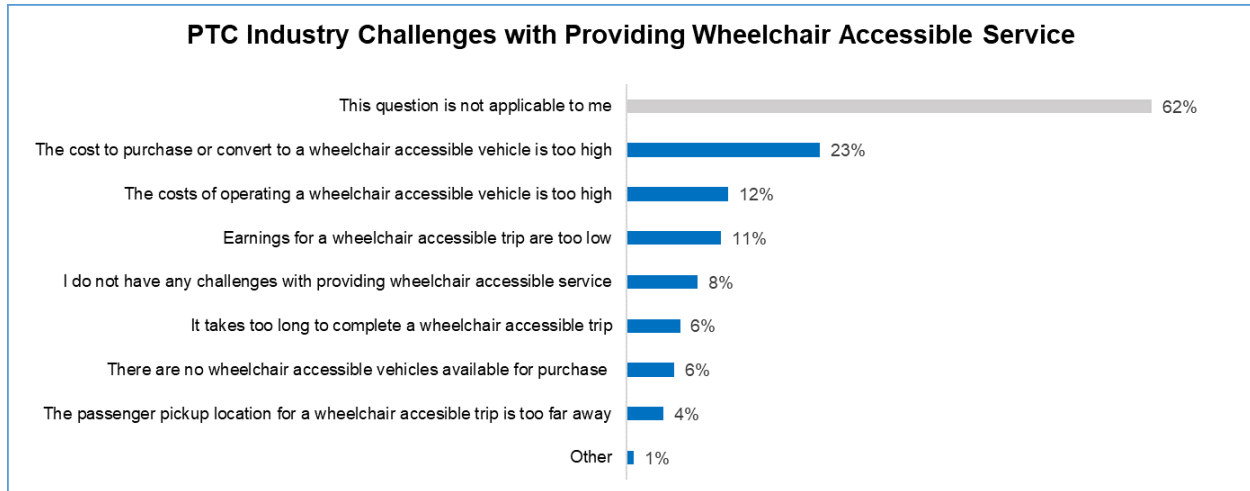


Figure 28: PTC Industry Challenges with Providing Wheelchair Accessible Service

Licensing Limit

Members of the PTC industry reported being in favour of a licensing limit by a small margin.

Of PTC industry survey respondents, 49% indicated they were in favour of a licensing limit and 32% indicated that they were against it (Figure 29).

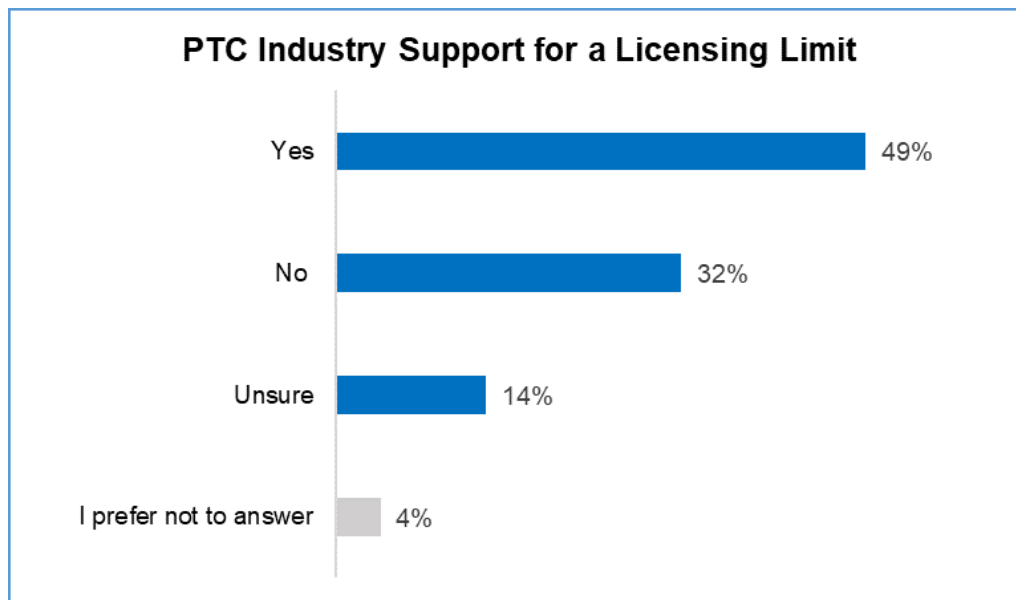


Figure 29: PTC Industry Support for a Licensing Limit

Many drivers who were in favour of a licensing limit left comments that pointed out there were too many drivers in the City competing for too little work. They argued that limiting the number of vehicles on the road would result in more work and therefore more earnings for each individual driver. 53% of PTC industry survey respondents indicated that a licensing limit would result in

better wages (Figure 30). Other comments highlighted reducing traffic congestion and protecting the environment as potential benefits of a licensing limit.

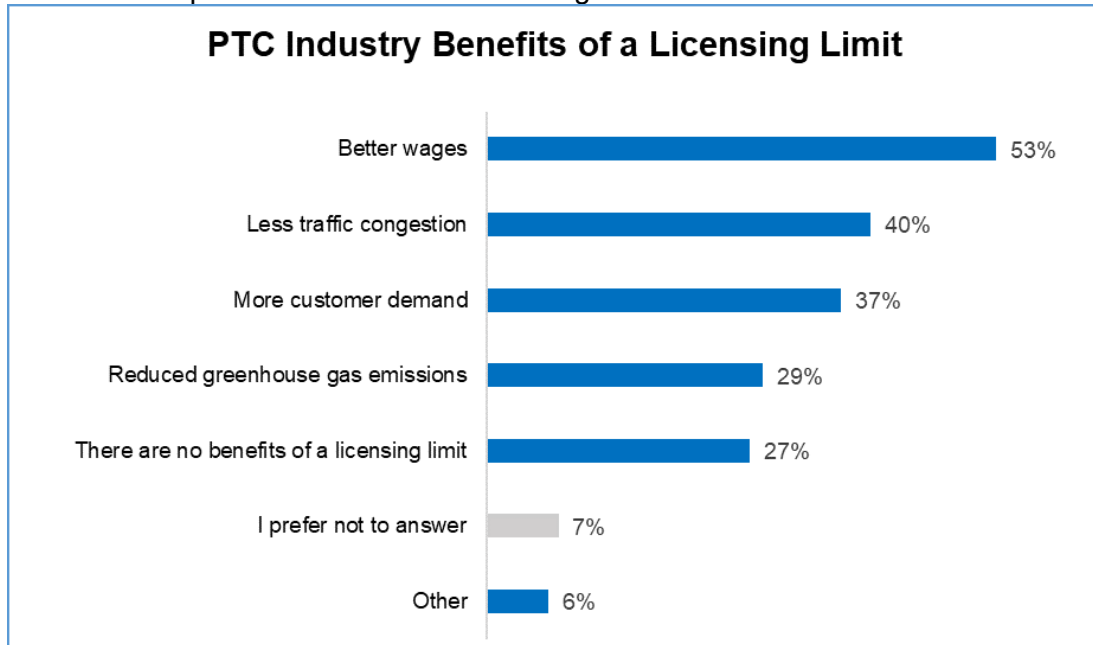


Figure 30: PTC Industry Benefits of a Licensing Limit

38% of people said that they did not have concerns about a licensing limit (Figure 31). For those that had concerns, the most cited one was that a limit would result in the loss of their livelihood. Several drivers shared anxieties about losing their PTC licence and being unable to provide for themselves. Many drivers expressed some support for a licensing limit if it could increase their wages, but felt the risk of losing their licence made it impossible to fully support one. Drivers asked if there were other approaches that the City could take to increase their earnings. Some other respondents stated they were against a licensing limit because they valued the autonomy and flexibility of driving for a PTC. They were concerned increased regulation from the City would challenge their independence as drivers.

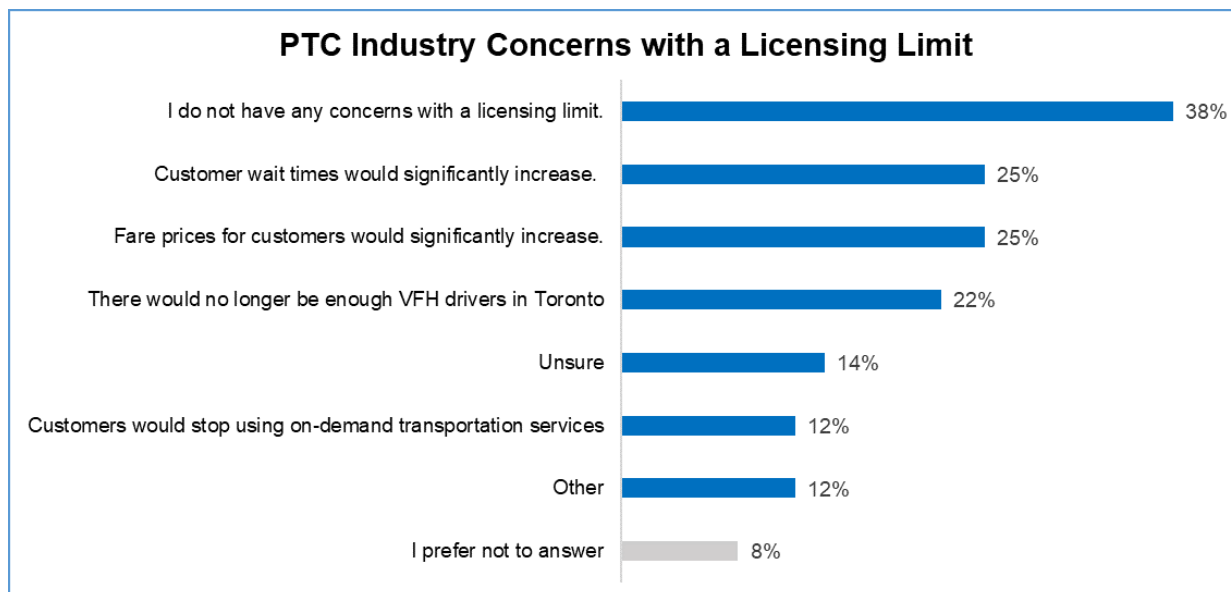


Figure 31: PTC Industry Concerns with a Licensing Limit

There was *not* consensus between PTC industry members about what criteria should be used to determine who would be eligible for a PTC licence if a limit were to be introduced.

Respondents were concerned that a licensing limit would take away jobs from people who rely on providing VFH service as their primary source of income. Some respondents who identified as full-time drivers argued they should be given first priority for a licence over those that drive part time. Part-time drivers shared that working for PTCs allowed them to supplement their income and make enough to sustain themselves financially. They asked the City to preserve their licensed status. Many drivers suggested that a licensing limit should be imposed on new drivers. Of note, it was not clear based on the comments how people defined “new driver.” Some of these respondents suggested licence eligibility should be based on the length of time a driver possessed a G licence, whereas others suggested that eligibility be determined by the length of time a driver spent driving for PTCs. Multiple drivers requested that the City limit licences only to those whose primary address was located somewhere within Toronto.

There was discussion as to whether or not the City should consider exempting electric vehicles from a potential licensing limit.

Several drivers encouraged the City to exempt drivers with EVs from any potential licensing limit because EVs are better for the environment than standard vehicles. Several drivers expressed concern that a licensing limit would prevent them from renting EVs through companies like Autzu, and requested that the City continue allowing for this type of practice to occur. These drivers said that being able to rent a car allowed them to earn a living as a PTC driver without owning a vehicle. Other drivers wanted the City to ban the use of rental cars, arguing that if a driver was unwilling to invest in purchasing a car then they should not be allowed to provide VFH service.

Driver Wages

Most PTC drivers are providing VFH service as their primary source of income and are working full-time hours.

Survey findings indicate that a majority (62%) of PTC drivers are driving over 30 hours per week. 44% of respondents indicated they work 40+ hours and 18% indicated that they work between 30 and 40 hours (Figure 32). 65% of respondents said that providing PTC services was their primary source of income (Figure 33).

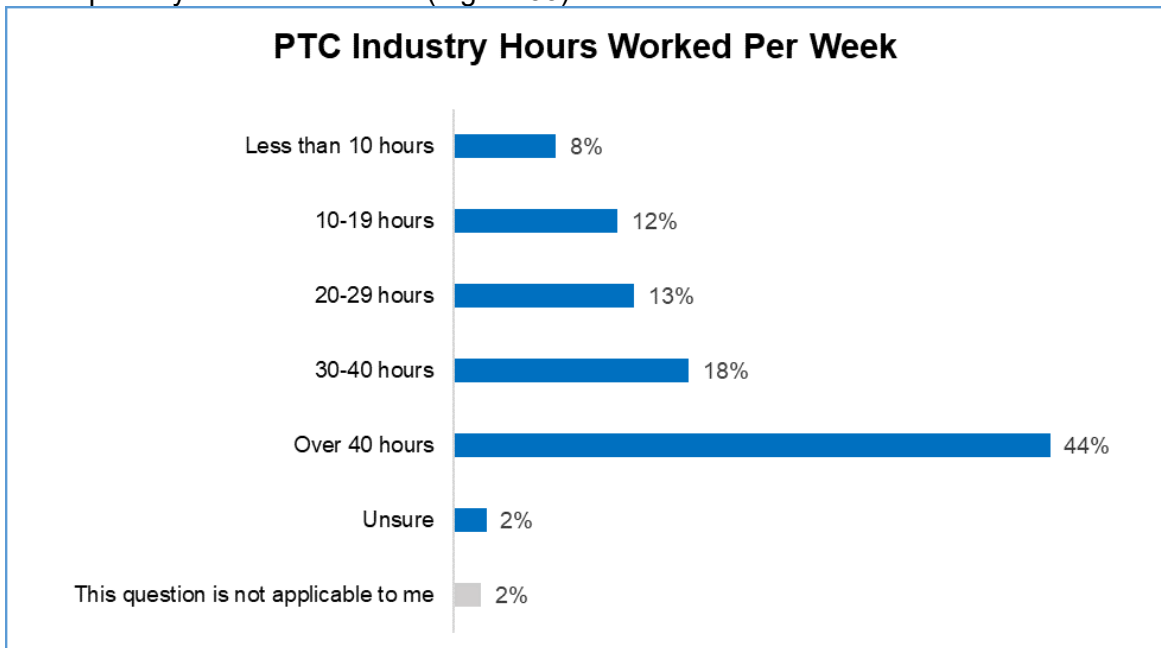


Figure 32: PTC Industry Hours Worked Per Week

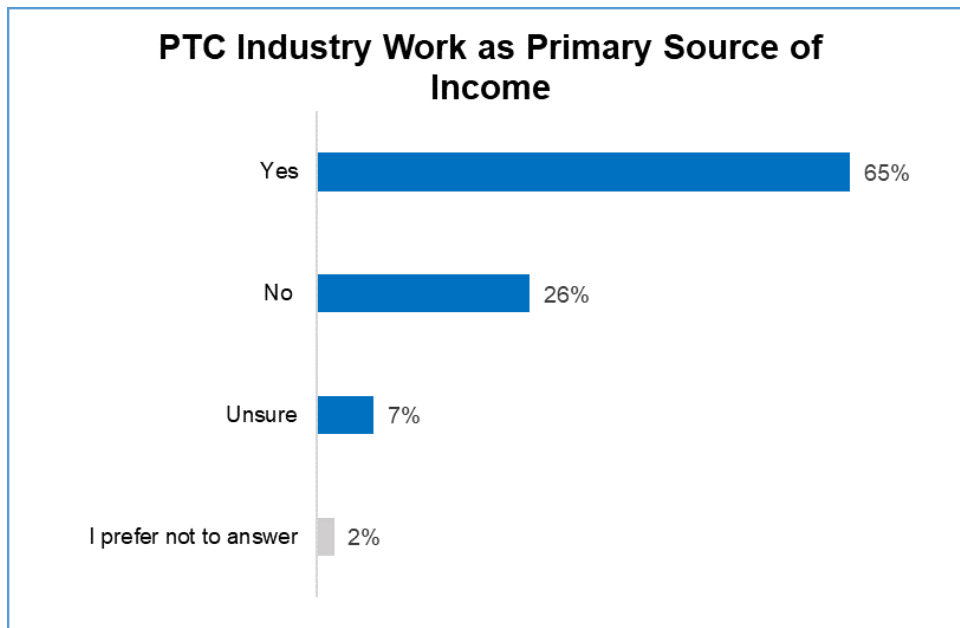


Figure 33: PTC Industry Work as Primary Source of Income

Most PTC drivers report earning below minimum wage providing VFH service.

A total of 59% of PTC industry survey respondents said that they earn under \$15 per hour after expenses (Figure 34), which is below the current provincial minimum wage of \$16.55 per hour. Drivers repeatedly emphasized that they are not earning enough to financially sustain themselves as the cost of living rises. There was a consensus among PTC industry respondents that drivers should be paid at least minimum wage for their work.

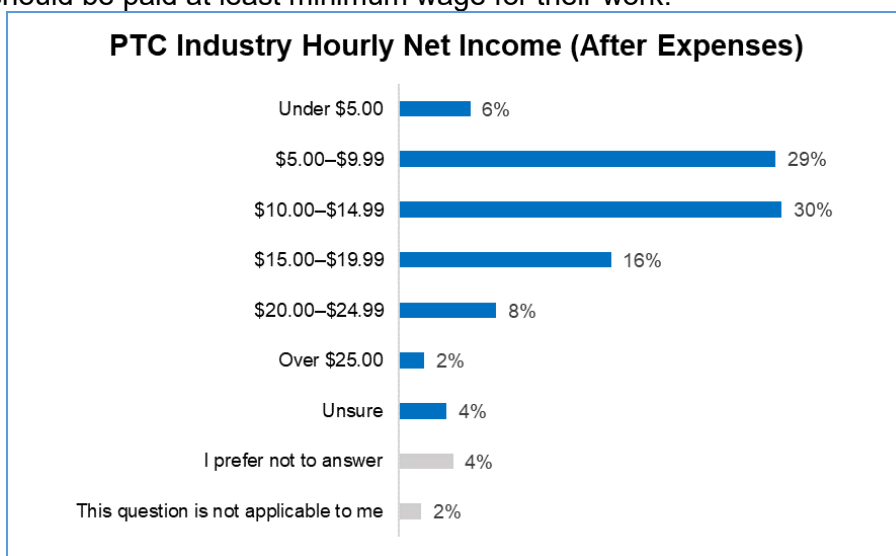


Figure 34: PTC Industry Hourly Net Income (After Expenses)

PTC drivers want PTCs to be more transparent when it comes to wages and fare share percentages.

Drivers described how they feel they are being taken advantage of by Uber and Lyft, citing certain practices that they felt to be unfair. Drivers requested that PTCs provide more

transparency around the proportion of the fare they will be given. Many drivers also emphasized that the proportion of the ride fare that they earn should be larger. Several respondents expressed frustration with various levels of government for not adequately protecting drivers from PTCs.

Miscellaneous

Beyond the scope of consultation, drivers are frustrated with the City's road network and the congestion caused as a result of construction.

Multiple complaints were made regarding the City's road infrastructure, including comments expressing frustration that: construction is seemingly always done during rush hour; passengers request pick-ups in the middle of a busy roads where drivers are not supposed to / cannot stop; and drivers have nowhere to park their cars downtown while waiting for jobs without receiving tickets.

Comparison of Survey Tracks

The graph included below (Figure 35) summarizes the position for each stakeholder group on the key issues and topics of consultation, represented as a series of approval ratings expressed as a percentage. The purpose of the table is to provide a snapshot of where there was consensus and dissent among the three Survey Tracks. This table only accounts for the results from the online survey and is intended to provide a summary of the analysis provided in the previous sections of this report.

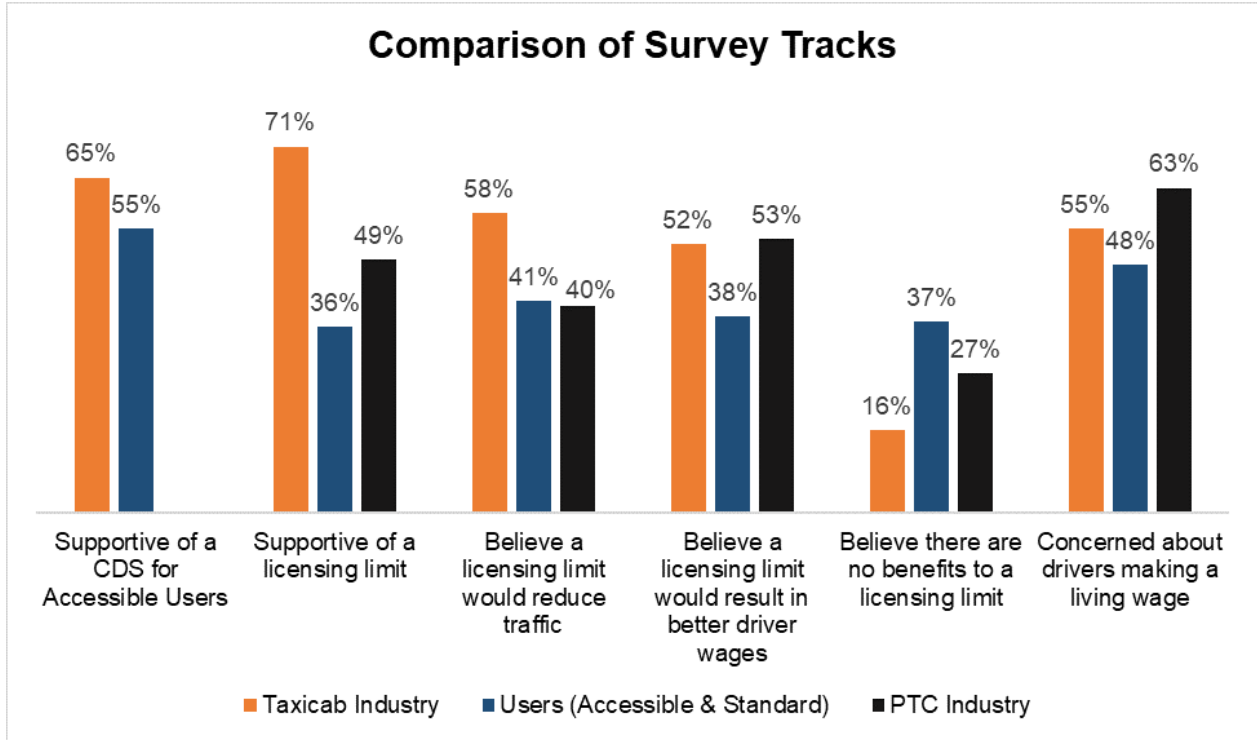


Figure 35: Comparison of Survey Tracks

Appendix A:

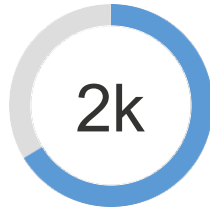
All of the quantitative data that informed GPA's reporting has been included below, as gathered by CheckMarket. This data was used to create the figures that are found throughout this report.

Vehicle-for-Hire Online Survey

Respondents

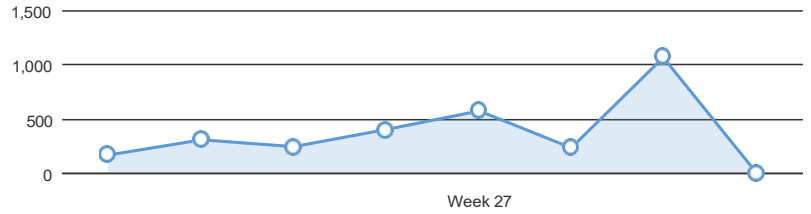


Reached end



66%

Response timeline



N 3k







Which of the following best describes you? Please select one only.

	Count	% of responses	%
I use (or would like to use) vehicle-for-hire services like standard, non-accessible taxicabs or private transportation company services like Uber and Lyft.	1.5k		52%
I am a driver with a private transportation company (Uber, Lyft, etc.)	972		33%
I am a taxicab owner	111		4%
I work for the corporate side of a private transportation company (Uber, Lyft, Hovr, etc.)	104		4%
I am a taxicab driver	75		3%
I am a vehicle-for-hire and/or private transportation company services user who identifies as a person with a disability.	65		2%
I am a caregiver who supports someone who uses a wheelchair or motorized-chair	28		1%
I am affiliated with a community support organization that works with people who use wheelchairs or motorized-chairs	23		1%
I am a limousine driver	12		0%
I am a taxicab operator	9		0%
I am a limousine owner	8		0%
I am a taxicab broker	7		0%

N 2.9k









Demographic Data

What is your age? Please select one only.

	Count	% of responses	%
18-29	568		19%
30-44	1.3k		44%
45-54	501		17%
55-64	304		10%
65 and over	143		5%
I prefer not to answer	104		4%

N 2.9k

What was your total household income before taxes last year? Your best estimate is fine. Please select one only.

	Count	% of responses	%
0 - \$29,999	577		20%
\$30,000-\$49,999	566		19%
\$50,000-\$69,999	356		12%
\$70,000-\$99,999	302		10%
\$100,000-149,999	280		10%
\$150,000 or more	385		13%
Don't know	39		1%
I prefer not to answer	411		14%












N 2.9k

Which race category best describes you? Please select one only.

	Count	% of responses	%
Arab, Middle Eastern or West Asian (examples: Afghan, Armenian, Iranian, Lebanese, Persian, Turkish)	278		10%
Black (examples: African, African-Canadian, Afro-Caribbean)	304		10%
East Asian (examples: Chinese, Japanese, Korean)	111		4%
First Nations (status, non-status, treaty or non-treaty), Inuit or Métis	17		1%
Latin American (examples: Brazilian, Colombian, Cuban, Mexican, Peruvian)	90		3%
South Asian or Indo-Caribbean (examples: Indian, Indo-Guyanese, Indo-Trinidadian, Pakistani, Sri Lankan)	747		26%
Southeast Asian (examples: Filipino, Malaysian, Singaporean, Thai, Vietnamese)	71		2%
White (examples: English, Greek, Italian, Portuguese, Russian, Slovakian)	870		30%
More than one race category or mixed race, please describe:	60		2%
Not listed, please describe:	45		2%
I prefer not to answer	323		11%

N 2.9k

What type of disability do you live with? Please select all that apply.

	Count	% of responses	%
Mobility disability (examples: cane, wheelchair)	23		42%
I prefer not to answer	18		33%
Physical illness and/or pain (examples: diabetes, epilepsy, heart condition, kidney disease, lung disease, rheumatoid arthritis)	12		22%
Mental health disability (examples: addictions, bipolar disorder, depression)	11		20%
Physical, coordination, manual dexterity, or strength (example: handling objects)	8		15%
Learning disability (example: dyslexia)	6		11%
Not listed, please describe:	5		9%
Developmental or cognitive disability (example: Down syndrome)	3		5%
Blindness or low vision (does not include vision correctable by glasses or contact lenses)	2		4%
Deaf, deafened or hard of hearing	2		4%
Speech and language disability (not caused by hearing loss)	1		2%







N 55

What type of disability do you live with? Please select all that apply. - Not listed, please describe:

Not listed, please describe:	Report
Immunodeficiency	<input type="checkbox"/>
No disability lives with me	<input type="checkbox"/>
Autism	<input type="checkbox"/>
Long Covid , asthma	<input type="checkbox"/>
Turkish	<input type="checkbox"/>

N 5

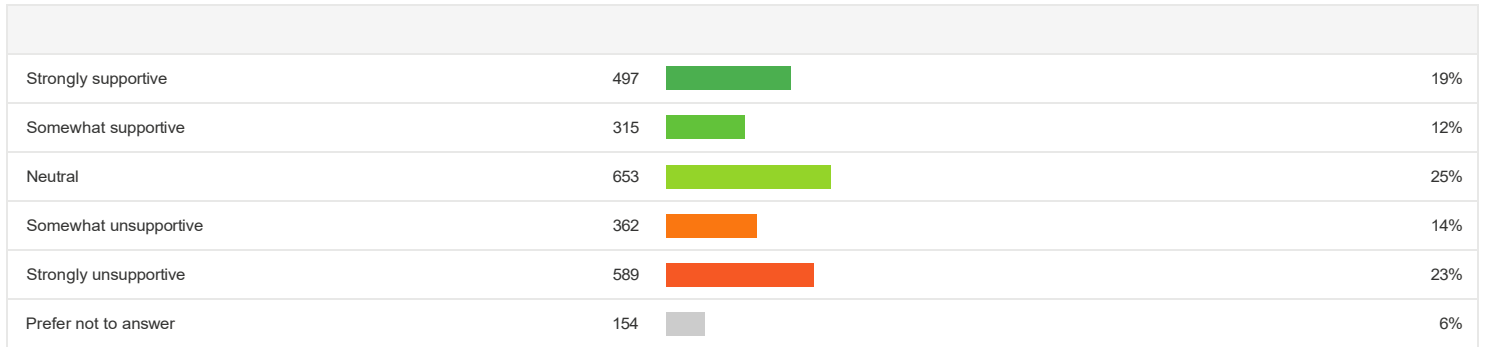
Which of the following services do you normally use?

	Count	% of responses	%
On-demand standard vehicles-for-hire and/or private transportation company	29		53%
On-demand wheelchair accessible vehicles-for-hire and/or private transportation company	10		18%
TTC-Wheel Trans	1		2%
I use both TTC-Wheel Trans and on-demand standard vehicles-for-hire / private transportation company	2		4%
I use both TTC-Wheel Trans and on-demand wheelchair accessible vehicles-for-hire / private transportation company	5		9%
I prefer not to answer	8		15%

N 55

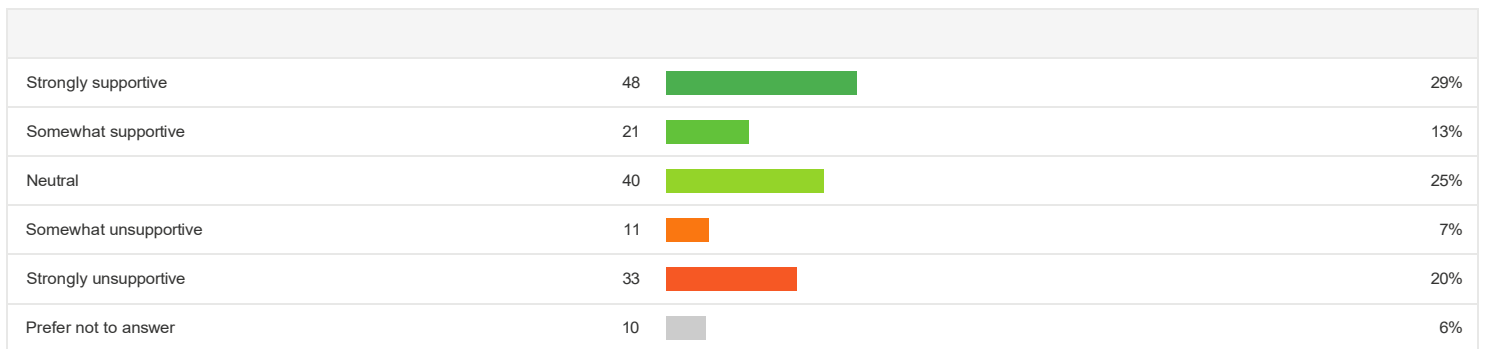
Track 1 – Taxicab Industry

How supportive are you of the City’s current regulatory approach to vehicle-for-hire?



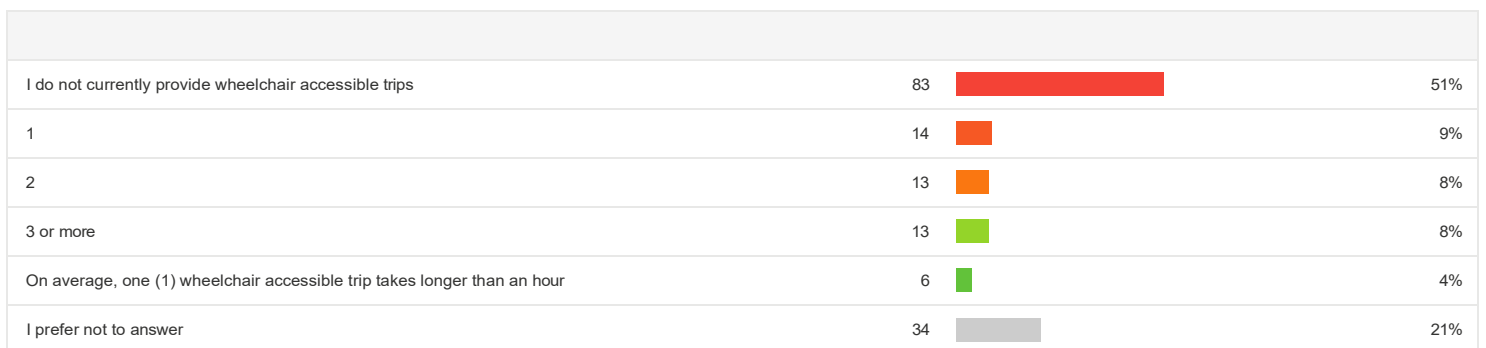
N 2.6k

How supportive are you of the City’s current approach to supporting wheelchair accessible vehicle-for-hire services?







N 163

On average, how many wheelchair accessible trips per hour are you able to complete?






N 163

On average, how many standard non-wheelchair accessible trips per hour are you able to complete?

I do not currently provide standard non-wheelchair accessible trips	49		30%
1	23		14%
2	19		12%
3 or more	28		17%
On average, one (1) standard non-wheelchair accessible trip takes longer than an hour	8		5%
I prefer not to answer	36		22%










N 163

Do you provide TTC Wheel-Trans service

Yes	71		44%
No	72		44%
I prefer not to answer	20		12%




N 163

Based on your experience, what challenges do you face with providing wheelchair accessible service? Please select all that apply.

This question is not applicable to me.	72		44%
The cost to purchase or convert to a wheelchair accessible vehicle is too high.	66		40%
The costs of operating a wheelchair accessible vehicle are too high.	49		30%
Earnings for a wheelchair accessible trip are too low.	38		23%
It takes too long to complete a wheelchair accessible trip.	16		10%
There are no wheelchair accessible vehicles available for purchase.	15		9%
The passenger pickup location for a wheelchair accessible trip is far away.	14		9%
I do not have any challenges with providing wheelchair accessible service.	11		7%
Other (Please specify, but please do not provide any personal information about yourself or other individuals, such as name, address, telephone number, email, etc., in your response):	10		6%









N 163

Based on your experience, do you believe a centralized dispatching service would be more effective at matching customers with drivers who provide wheelchair accessible service and improve overall service?

Yes	64		43%
No	34		23%
This question is not applicable to me	51		34%





N 149

What concerns do you have with a central dispatch service (CDS) for wheelchair accessible vehicle-for-hire? Select all that apply.

This question is not applicable to me.	64		43%
I am concerned about potential additional costs to me / my business.	37		25%
I am concerned about how the CDS will be implemented.	30		20%
I am concerned about how existing taxicab brokerages will be integrated into the CDS.	30		20%
I am concerned that CDS will make it harder for drivers to find customers.	23		15%
I am concerned that the service will complicate the process of ordering a vehicle.	17		11%
I have no concerns with a CDS for wheelchair accessible vehicle-for-hire services.	17		11%
Other (Please specify, but please do not provide any personal information about yourself or other individuals, such as name, address, telephone number, email, etc., in your response):	9		6%

N 149

The list below includes potential incentives to help you provide wheelchair accessible taxicab service. Please rank each item in order of importance to you, with number 1 as the “most important,” to number 4 as “the least important.” (If you prefer not to answer, please skip this question)

An upfront grant to help convert your vehicle to be wheelchair accessible.		53%
An additional financial incentive for drivers for every wheelchair accessible trip completed.		23%
A financial incentive based on the number of days a wheelchair accessible vehicle is operating each year.		13%
A financial incentive based on the number of wheelchair accessible trip requests a driver accepts each year.		10%

On average, how often do you, or your vehicle, provide vehicle-for-hire services to the public per week?

0 hours, my licence is currently inactive	13		11%
Less than 10 hours	7		6%
10-19 hours	8		7%
20-29 hours	3		3%
30-40 hours	4		3%
Over 40 hours	67		56%
I prefer not to answer	17		14%





N 119

If your taxicab license is currently inactive, why have you remained inactive? Please select all that apply.

This question is not applicable to me	57		48%
It is too expensive for me to operate a taxicab vehicle	29		24%
There is not enough customer demand for my taxicab services	26		22%
Other (Please specify, but please do not provide any personal information about yourself or other individuals, such as name, address, telephone number, email, etc., in your response):	16		13%
I cannot find a driver to operate my vehicle	14		12%
I prefer not to answer	11		9%
I cannot find a vehicle to operate with	6		5%
I am no longer interested in continuing my taxicab business	4		3%







N 11

While the Vehicle-for-Hire bylaw includes minimums for taxicabs to actively provide service, the City recognizes that some taxicab licences are currently inactive for various reasons. To accommodate this, the City is considering allowing inactive taxicab licenses for a maximum of one (1) more year, then licensees would be required to return to operation by registering a vehicle and showing proof of insurance and a safety standard certificate with the licence. Do you think one (1) more year is enough time to decide to return to operation or give up a licence?

Yes	28		24%
No	46		39%
Unsure	27		23%
I prefer not to answer	18		15%





N 119

Would you support the issuance of new taxicab owner licences to replace taxicab owner licences that have been cancelled? Would you be interested in owning one, if available?

I support the issuance of new taxicab owner licences and would be interested in owning one.	30		25%
I support the issuance of new taxicab owner licences, but would not be interested in owning one.	5		4%
I do not support the issuance of new taxicab owner licences.	42		35%
I prefer not to answer.	5		4%
Unsure	15		13%
This question is not applicable to me.	22		18%








N 119

Should the City impose a maximum limit on the number of vehicle-for-hire drivers?

Yes	82		71%
No	14		12%
Unsure	8		7%
I prefer not to answer	12		10%








N 116

Do you have concerns with a potential licensing limit on vehicle-for-hire drivers? If so, what? Please select all that apply.

I do not have concerns with a licensing limit.	58		50%
Other (Please specify, but please do not provide any personal information about yourself or other individuals, such as name, address, telephone number, email, etc., in your response):	22		19%
I prefer not to answer.	21		18%
There would not be enough drivers in Toronto to provide on-demand transportation services.	16		14%
Customer wait times would increase.	9		8%
Fare prices for customers would increase.	8		7%
Customers would stop using on-demand transportation services.	8		7%




N 116

Do you believe there are benefits of a licensing limit on vehicle-for-hire drivers? Please select all that apply.

Less traffic congestion	67		58%
Better wages	60		52%
Reduce greenhouse gas emissions	55		47%
More customer demand	41		35%
I prefer not to answer	20		17%
There are no benefits of imposing a licensing limit	18		16%
Other (Please specify, but please do not provide any personal information about yourself or other individuals, such as name, address, telephone number, email, etc., in your response):	6		5%










N 116

Is driving a vehicle-for-hire your primary source of income?

Yes	82		71%
No	20		17%
I prefer not to answer.	13		11%









N 115

On average, what is your hourly net income (after any expenses) for providing vehicle-for-services?

Under \$5.00	8		7%
\$5.00 - \$9.99	31		27%
\$10.00 - \$14.99	19		17%
\$15.00 - \$19.99	12		10%
\$20.00 - \$25.00	1		1%
Over \$25.00	1		1%
Unsure	6		5%
I prefer not to answer.	18		16%
This question is not applicable to me.	19		17%








N 115

Do you have concerns with your income? If so, what? Please select all that apply.

I am concerned that I cannot make a living with my income.	63		55%
I am concerned that I am not earning a fair income for the work that I do.	59		51%
I am concerned that there is not enough work for me to earn a livable income.	55		48%
I am concerned that my income has been decreasing over time.	54		47%
This question is not applicable to me.	13		11%
I prefer not to answer.	9		8%
Other (Please specify, but please do not provide any personal information about yourself or other individuals, such as name, address, telephone number, email, etc., in your response):	6		5%
I have no concerns with my income.	4		3%





Track 2 – Vehicle-for-Hire Users

What is your experience with accessible vehicle-for-hire services? Please select all that apply.

This question is not applicable to me.	586		52%
The service is convenient and meets my needs.	385		34%
Wait times are too long.	127		11%
Other (Please specify, but please do not provide any personal information about yourself or other individuals, such as name, address, telephone number, email, etc., in your response):	46		4%
I cannot find a driver who can accommodate my needs.	41		4%
I pay more than a person who does not have accessibility needs.	39		3%
Drivers do not fulfill their duty to accommodate my accessibility needs.	33		3%







N 1.1k

Are you more likely to request a wheelchair-accessible ride for yourself or for another person from a taxicab or through a private transportation company (Uber Lyft etc.)?

Taxicab	142		13%
Private Transportation Company	211		19%
Unsure	70		6%
This question is not applicable to me.	698		62%





N 1.1k

How do you normally request an on-demand vehicle-for-hire or private transportation company vehicle? Please select all that apply.

I request a vehicle using a smartphone app	881		79%
I pre-book a vehicle in advance	224		20%
I call a taxicab company for an immediate ride	153		14%
I hail a taxicab or find one waiting on the street	125		11%
I prefer not to answer	50		4%
Unsure	21		2%








N 1.1k

When requesting an on-demand vehicle-for-hire or private transportation company vehicle, do you require assistance from the driver when getting in and out of the vehicle? Please select one only.

Yes, I need a wheelchair accessible vehicle when using vehicle-for-hire or private transportation company services.	54		5%
Yes, I need assistance from the driver, but do not require wheelchair accessible services.	53		5%
I do not require any assistance from the driver to get in and out of a vehicle.	922		82%
I prefer not to answer.	92		8%




N 1.1k

On average, how long do you have to wait for an on-demand vehicle-for-hire or private transportation company vehicle to pick you up?

Under 5 minutes	352		31%
5-9 minutes	488		44%
10-19 minutes	144		13%
20-29 minutes	26		2%
30 minutes to 1 hour	23		2%
Over 1 hour	23		2%
I prefer not to answer.	65		6%









N 1.1k

Do you believe a central dispatch service would improve your experience with on-demand wheelchair accessible vehicle-for-hire service?

Yes	248		22%
No	202		18%
This question is not applicable to me.	671		60%





N 1.1k

What concerns do you have with a central dispatch service (CDS) for on-demand wheelchair accessible vehicle-for-hire service? Select all that apply.

This question is not applicable to me.	599		53%
I am concerned that the service will complicate the process of ordering a vehicle.	269		24%
I am concerned about the how the CDS will be implemented.	207		18%
I am concerned about potential additional costs to me / my business with a CDS.	197		18%
I am concerned about how existing taxicab brokerages will be integrated into the CDS.	146		13%
I am concerned that the CDS will make it harder for me to find a vehicle.	143		13%
I have no concerns with a CDS for accessible vehicle-for-hire services.	103		9%
Other (Please specify, but please do not provide any personal information about yourself or other individuals, such as name, address, telephone number, email, etc., in your response):	77		7%









N 1.1k

Should the City impose a maximum limit on the number of VFH and PTC drivers?

Yes	392		36%
No	503		46%
Unsure	175		16%
I prefer not to answer.	25		2%







N 1.1k

Do you have concerns with a potential licensing limit? If so, what? Please select all that apply.

Prices for on-demand transportation would significantly increase.	513		47%
Wait times would significantly increase.	492		45%
There would not be enough drivers in Toronto to provide on-demand transportation services.	444		41%
I do not have concerns with a licensing limit.	310		28%
I would no longer be able to use on-demand, transportation services.	225		21%
Other (Please specify, but please do not provide any personal information about yourself or other individuals, such as name, address, telephone number, email, etc., in your response):	129		12%
Unsure	84		8%
I prefer not to answer.	48		4%








N 1.1k

Do you believe there are benefits of a licensing limit? If so, what? Please select all that apply.

Less traffic congestion	447		41%
Better wages for drivers	420		38%
There are no benefits of imposing a licensing limit.	409		37%
Less greenhouse gas emissions	363		33%
Other (Please specify, but please do not provide any personal information about yourself or other individuals, such as name, address, telephone number, email, etc., in your response):	114		10%
I prefer not to answer.	87		8%

N 1.1k

A limit on the number of on-demand transportation vehicles would positively impact the way I travel around the City.

Strongly Disagree	347		32%
Disagree	119		11%
Neither Agree or Disagree	151		14%
Agree	148		14%
Strongly Agree	221		20%
Unsure.	75		7%
I prefer not to answer	34		3%

N 1.1k










Do you have concerns with drivers' wages? If so, what? Please select all that apply.

I am concerned that drivers cannot make a living with their wage.	520		48%
I am concerned that drivers are not earning a fair wage for the work that they do.	483		44%
I am concerned that driver wages have been decreasing over time.	367		34%
I have no concerns with driver wages.	270		25%
I am concerned that there is not enough work for drivers to earn a livable wage.	238		22%
Unsure.	94		9%
I prefer not to answer.	44		4%

N 1.1k







Track 3 – PTC Industry

Based on your experience, what challenges do you face with providing wheelchair accessible service? Please select all that apply.

This question is not applicable to me.	537		62%
The cost to purchase or convert to a wheelchair accessible vehicle is too high.	198		23%
The costs of operating a wheelchair accessible vehicle are too high.	104		12%
Earnings for a wheelchair accessible trip are too low.	97		11%
I do not have any challenges with providing wheelchair accessible service.	73		8%
It takes too long to complete a wheelchair accessible trip.	55		6%
There are no wheelchair accessible vehicles available for purchase.	49		6%
The passenger pickup location for a wheelchair accessible trip is far away.	38		4%
Other (Please specify, but please do not provide any personal information about yourself or other individuals, such as name, address, telephone number, email, etc., in your response):	8		1%

N 863

On average, how many wheelchair accessible trips per hour are you able to complete?

I do not currently provide wheelchair accessible trips	547		63%
1	41		5%
2	22		3%
3 or more	15		2%
On average, one (1) wheelchair accessible trip takes longer than an hour	18		2%
I prefer not to answer.	220		25%





N 863

On average, how many standard non-wheelchair accessible trips per hour are you able to complete?

I do not currently provide standard non-wheelchair accessible trips	290		34%
1	62		7%
2	136		16%
3 or more	156		18%
On average, one (1) standard non-wheelchair accessible trip takes longer than an hour	22		3%
I prefer not to answer.	197		23%









N 863

Should the City impose a maximum limit on the number of PTC drivers?

Yes	411		49%
No	268		32%
Unsure	117		14%
I prefer not to answer	35		4%








N 831

Do you have concerns with a potential licensing limit on PTC drivers? If so, what? Please select all that apply.

I do not have any concerns with a licensing limit.	313		38%
Customer wait times would significantly increase.	209		25%
Fare prices for customers would significantly increase.	207		25%
There would not be enough drivers in Toronto to provide on-demand transportation services.	186		22%
Unsure	117		14%
Customers would stop using on-demand transportation services.	101		12%
Other (Please specify, but please do not provide any personal information about yourself or other individuals, such as name, address, telephone number, email, etc., in your response):	96		12%
I prefer not to answer.	64		8%








N 831

Do you believe there are benefits of having a licensing limit on PTC drivers? If so, what? Please select all that apply.

Better wages	437		53%
Less traffic congestion	330		40%
More customer demand	304		37%
Reduced greenhouse gas emissions	237		29%
There are no benefits of a licensing limit	226		27%
I prefer not to answer	62		7%
Other (Please specify, but please do not provide any personal information about yourself or other individuals, such as name, address, telephone number, email, etc., in your response):	53		6%





N 831

**On average, how many hours a week do you work as a private transportation company driver?
Please select one only.**

Less than 10 hours	62		8%
10-19 hours	99		12%
20-29 hours	109		13%
30-40 hours	142		18%
Over 40 hours	360		44%
Unsure.	20		2%
This question is not applicable to me.	17		2%










N 809

Is providing private transportation company services your primary source of income?

Yes	526		65%
No	210		26%
Prefer not to answer.	56		7%
This question is not applicable to me.	17		2%









N 809

On average, what is your hourly net income (after any expenses) for providing private transportation company services? Please select one only.

Under \$5.00	45		6%
\$5.00 - \$9.99	236		29%
\$10.00 - \$14.99	240		30%
\$15.00 - \$19.99	133		16%
\$20.00 - \$25.00	61		8%
Over \$25.00	16		2%
Unsure	30		4%
I prefer not to answer	34		4%
This question is not applicable to me.	14		2%

N 809

Do you have concerns with the income you earn from providing private transportation company services? If so, what? Please select all that apply.

I am concerned that I cannot make a living with my income.	509		63%
I am concerned that I am not earning a fair income for the work that I do.	486		60%
I am concerned that my income has been decreasing over time.	468		58%
I am concerned that there is not enough work for me to earn a livable income.	379		47%
I have no concerns with my income.	72		9%
I prefer not to answer	41		5%
Other (Please specify, but please do not provide any personal information about yourself or other individuals, such as name, address, telephone number, email, etc., in your response):	40		5%
This question is not applicable to me.	26		3%