



**The Corporation of the City of Cornwall**  
**Regular Meeting of Council**  
**Report**

Department: Fire Services  
Division: By-law  
Report Number: 2026-13-Fire Services  
Meeting Date: September 28, 2026  
Subject: Vehicle for Hire Update

**Purpose**

To provide Council with a status update on the review of the Taxi By-Law and the development of a modernized Vehicle for Hire By-Law, including the results of industry and interest holder consultation, an overview of the draft By-Law and the changes it would make to the current framework, and an update on Ontario Regulation 136/26 and the Ministry of Transportation consultation respecting a potential provincewide rideshare framework.

**Recommendation**

That Council receive Report 2026-13-Fire Services as an update on the ongoing review of the Vehicle for Hire By-Law; and

That Council provide any direction to Administration respecting the draft By-Law, the consultation results and the matters identified for Council consideration in this report; and

That Administration continue to monitor the Ministry of Transportation consultation respecting a potential provincewide rideshare framework and report back to Council at a later date with a final recommended Vehicle for Hire By-Law for consideration.

There are no financial implications associated with receiving this report.

The draft By-Law does not contain any monetary amount for a fare, licensing fee or administrative fee. Every amount would instead be established by Council through the City of Cornwall Fees and Charges By-Law, as amended. Section 13.1 provides that the Tariff is the schedule of fares established in the Fees and Charges By-Law, and section 13.2 provides that licensing and administrative fees are those established in that By-Law. This structure allows fares and fees to be adjusted through the annual fees and charges review without amending the Vehicle for Hire By-Law, and ensures all vehicle for hire charges are set through a single, consistent Council process.

This is a material change from the current framework. Under the current Taxi By-Law, every fare and fee is written into the by-law itself in Schedules A, B and C. A change to any amount requires an amendment to the by-law, the rates have fallen out of step with fuel, insurance and administrative costs. Removing the amounts from the By-Law resolves that structural problem.

Schedule G of the draft By-Law identifies the licence classes and services for which a fee is payable and expressly does not set the amount of any fee. Where a fee category identified in Schedule G has not yet been addressed in the Fees and Charges By-Law, no fee is payable for that category until Council establishes it. The Explanatory Note to the draft By-Law includes an illustrative fee table for discussion purposes only; those amounts are not part of the By-Law. If Council proceeds with the new framework, a corresponding amendment to the Fees and Charges By-Law would be required and would be brought forward with the final By-Law.

Section 13.7 requires fees to be set on a competitively neutral basis, so that a Private Transportation Company pays the same licensing fee as a Taxicab Broker of equivalent fleet size, a PTC Motor Vehicle carries the same fee as a Taxicab, and a PTC Driver pays the same fee as a Taxicab Driver. Under Part 12, Accessible Vehicles are fully exempt from licence, plate and decal fees, which represents a modest reduction in potential fee revenue in exchange for improved accessible service availability.

The fee structure is intended to move the program toward cost recovery for application processing, inspections, plate and identifier administration, taximeter sealing and appeals, without creating a barrier to entry for drivers. Section 13.4



requires the Chief Licensing Officer to review fares and fees at least once every two years and to report recommendations to Council.

## **Strategic Priority Implications**

The review supports Council priorities related to public safety, accessible and inclusive services, economic development and organizational modernization. A current, enforceable licensing framework protects the travelling public, provides clear and defensible rules for licensed businesses, and positions the City to respond to changes in the passenger transportation market.

This review also supports a Future Ready state for the City of Cornwall.

## **Background / Discussion**

### **Background**

The City currently regulates taxis under Cornwall Community Police Services Board By-Law No. 01, 2008, as revised September 6, 2016. In 2024 the Police Services Board requested that responsibility for the taxi by-law be transferred to the City. On July 27<sup>th</sup>, 2026, council directed Administration to modernize the framework, consult with brokers, drivers, accessibility advocates and residents, and return with a Vehicle for Hire By-Law for consideration.

The draft By-Law would license, regulate and govern the vehicle for hire industry in Cornwall, covering Taxicabs, Accessible Taxicabs, Limousines and Private Transportation Companies, and would establish nine classes of licence covering brokers, owners, operators, companies and drivers. It transfers licensing administration from the Police Services Board framework to the City under a Chief Licensing Officer, assigns enforcement to the Manager of By-Law Services, and establishes an independent Vehicle for Hire Appeal Committee.

### **Consultation Undertaken**

The results are provided as attachments to this report and are summarized below.

| Consultation  | Participation | Period and notes                                        |
|---------------|---------------|---------------------------------------------------------|
| Public survey | 321 responses | Open to residents; 96% identified as Cornwall residents |

| Consultation                     | Participation    | Period and notes                 |
|----------------------------------|------------------|----------------------------------|
| Licensed brokerages              | 2 of 2 responded | Survey closed September 14, 2026 |
| Licensed drivers                 | 34 responses     | Survey closed September 14, 2026 |
| Private transportation companies | 3 of 4 responded |                                  |

## Public Survey Results

Residents identified safety, driver professionalism, vehicle cleanliness, affordability and reduced wait times as their highest priorities. 48% reported being dissatisfied with current services and 66% believe there are not enough vehicle for hire options available in Cornwall. Approximately 64% indicated they would likely use ride sharing services if available.

## Brokerage Survey Results

Both licensed brokerages responded, representing the full regulated taxi sector. The two operators are aligned on safety fundamentals and divided on governance and economics.

- Both rated criminal record checks, vehicle inspections and customer service training as extremely important, and both support vehicle age limits.
- Neither brokerage currently offers wheelchair accessible service; cost was identified as the primary barrier.
- The transfer of administration from the Police Services Board to the City was supported by one brokerage and opposed by the other.
- On fares, one brokerage supports continued City regulated rates and the other supports brokerage set fares reviewed annually.
- One brokerage raised detailed concerns regarding the economic impact of ride sharing, including plate values estimated at \$70,000 per plate, driver earnings, and the need for regulatory parity, and requested an independent economic analysis, an accessibility impact assessment and extended consultation before the matter proceeds to Council.

34 drivers responded. 44% per cent have driven more than ten years and 65% drive full time, so the results reflect the perspective of an experienced workforce that depends on the industry as a primary source of income.

| Finding                                                         | Result              |
|-----------------------------------------------------------------|---------------------|
| Ranked long wait times between fares as their leading challenge | 61% ranked it first |
| Feel very safe while working                                    | 18%                 |
| Have experienced or witnessed fare evasion                      | 67%                 |
| Have experienced or witnessed harassment                        | 48%                 |
| Have experienced or witnessed threats or violence               | 42%                 |
| Support in-vehicle cameras as a safety improvement              | 61%                 |
| Believe ride sharing would affect drivers negatively            | 71%                 |
| Ranked public safety as the top priority for the new By-Law     | 59%                 |

The written comments are more constructive than the ride sharing figure alone suggests. Of the 31 drivers who provided written responses, 14 asked for regulatory parity, meaning that any provider carrying passengers for compensation be held to the same licensing, screening, inspection, insurance and accessibility standards, rather than opposing new entrants outright. That request is addressed in the draft By-Law through sections 4.4.5, 13.7 and 13.8 and through Schedule D. Drivers also raised enforcement concerns independent of the ride sharing question, citing unlicensed and private operators taking fares and a perceived reduction in inspections in recent years.

### **Private Transportation Company Submissions**

Four private transportation companies were invited to provide a general written statement on the regulatory framework being contemplated. They were not asked to complete a survey, and no structured questions were put to them. Three companies responded. The attachments provide a summary of their responses. Respondents are identified as Platform A, Platform B and Platform C; company identities are on file with Administration.

## Ontario Regulation 136/26

Ontario Regulation 136/26 (Pilot Project: Rideshare Services Along the Northlander Corridor), made under the Highway Traffic Act, was filed on May 14, 2026. The program commenced May 19, 2026 and runs for a one year term. It was introduced to support first mile and last mile transportation associated with the return of Northlander passenger rail service and to improve transportation connectivity in northern Ontario.

The Regulation establishes a provincial approval and oversight system for rideshare operators in designated areas along the Northlander corridor between Gravenhurst and Cochrane, together with the City of Greater Sudbury. A rideshare operator must be approved by the Ministry of Transportation, pay an application fee, and meet requirements covering drivers, vehicles, safety and insurance. Approved operators must submit quarterly reports to the Ministry.

The subject matter of the Regulation is summarized below, as it is the most developed statement to date of how the Province may approach rideshare oversight.

| Area                        | Provincial requirements under O. Reg. 136/26                                                                                                         |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| Approval and conditions     | Rideshare approval to operate, conditions, suspension or revocation, renewal, notice, application and renewal fees, appeals and compliance orders    |
| Drivers                     | Rideshare driver requirements, mandatory rideshare training, and removal of a driver from the platform                                               |
| Vehicles and identification | Rideshare vehicle requirements, rideshare identifiers, and a prohibition on street hail                                                              |
| Insurance                   | Prescribed insurance requirements for rideshare operation                                                                                            |
| Service standards           | Luggage or loads, disclosure of the proposed fare and route, accessible services, and complaints                                                     |
| Station premises            | Restrictions respecting pick-up and drop-off at Northlander station premises                                                                         |
| Records and reporting       | Audits, records respecting drivers and vehicles, reporting of collisions and incidents, reports and information for the Registrar, and data security |
| Municipal by-laws           | The Regulation addresses the relationship between the pilot and municipal licensing by-laws within designated areas                                  |

**Cornwall is not a designated area under Schedule 1 of the Regulation. The designated areas are located along the Northlander rail corridor and in the**



**City of Greater Sudbury. The Regulation therefore does not apply in Cornwall and does not remove or limit the City licensing authority over vehicle for hire services.**

Administration has nonetheless used the Regulation as a benchmark in preparing the draft By-Law. The draft reflects comparable approaches to driver eligibility criteria, mandatory training, accessible service obligations, prohibition of street hail by app based drivers, upfront fare disclosure, complaint handling, quarterly reporting, audit rights and data security. If the Province later extends a framework to Cornwall, alignment on these matters should reduce the extent of any required amendment.

### **Provincial Consultation on a Potential Provincewide Framework**

The 2026 Ontario Budget committed the Province to engage with rideshare operators, the taxi sector and municipalities to explore the standardization of rideshare guidelines, with the Northlander pilot identified as a first step. The stated rationale is that most of Ontario 444 municipalities have no rideshare rules and that requirements vary considerably where rules do exist, producing an inter municipal patchwork.

On August 21, 2026 the Assistant Deputy Minister and Registrar of Motor Vehicles, Transportation Safety Division, wrote to municipal interest holders advising that the Province is exploring potential future enhancements to the Provincial Rideshare Framework, including possible approaches to rideshare oversight in additional regions of the province. Municipalities were invited to complete a survey and to participate in virtual consultation sessions addressing fee collection and allocation, safety and consumer protection, municipal impacts, market impacts on the broader vehicle for hire sector, and the evolving role of rideshare platforms in Ontario transportation system.

Administration participated in the municipal consultation session held on September 16, 2026. The Province heard from municipalities across Ontario during that session. The Ministry advised that the sessions are intended to obtain feedback on municipal challenges, explore key themes and issues in greater depth, and help inform future policy development and decision making.

**The Province has not committed to anything beyond consultation. No decision has been announced to extend the framework beyond the designated Northlander areas, no draft regulation has been released for a broader framework, and no implementation timeline has been confirmed.**



## **Administration cautions against treating a provincewide regulation as either imminent or certain.**

Two conclusions follow for Council. First, the City retains full municipal authority to license and regulate vehicle for hire services in Cornwall today, and nothing in the provincial process currently prevents Council from proceeding. Second, because the scope of any future provincial framework is unknown, there is a reasonable case for allowing the consultation to advance before the By-Law is finalized, so that the Cornwall framework is not adopted and then immediately displaced or required to be amended. Administration will report back as the provincial process develops.

## **Overview of the Draft By-Law**

The draft By-Law is organized into 14 Parts and seven Schedules. Parts 1 to 3 address interpretation, administration and licence requirements, including the nine licence classes and the exemptions in section 3.4. Parts 4 to 6 address applications, renewals, grant and refusal, conditions, suspension and revocation, including a graduated process for unpaid fines, penalties and fees. Part 7 sets out the general duties of licensees, including lost property, indemnity and non discrimination. Part 8 addresses vehicle standards, daily defect inspections and camera systems. Parts 9 and 10 address enforcement, compliance orders, offences and administrative penalties. Part 11 and Schedule F establish the Vehicle for Hire Appeal Committee. Part 12 addresses accessibility. Part 13 addresses fares, fees, cost recovery and competitive neutrality. Part 14 addresses notice, transition and coming into force.

Schedule A applies to Taxicabs and Accessible Taxicabs, including driver screening and training, broker obligations, plates, plate leases, taximeters and accessible service. Schedule B applies to Limousines. Schedule C applies to Private Transportation Companies. Schedule D sets insurance requirements by licence class. Schedule E sets the fare rules and fare items. Schedule F is the Appeal Committee terms of reference. Schedule G identifies the fee categories.

The draft By-Law also expressly protects passage to and from the Mohawk Territory of Akwesasne. Sections 3.9 to 3.13 prohibit refusing, cancelling, delaying or surcharging a trip because its origin or destination is Akwesasne or because of a passenger Indigenous identity or residence, limit the amounts chargeable on a Seaway International Bridge crossing to the fare, the bridge surcharge and the toll actually paid, preserve the jurisdiction of the Mohawk



Council of Akwesasne, and require consultation with the Mohawk Council on request. The current Taxi By-Law addresses Akwesasne only through a single exemption permitting taxi companies operating out of the Akwesasne Territory to pick up fares within Cornwall.

## Key Changes from the Current Taxi By-Law

The following table compares the current Cornwall Community Police Services Board By-Law No. 01, 2008, as revised September 6, 2016, with the draft Vehicle for Hire By-Law. It is organized by subject area.

| Matter                               | Current Taxi By-Law                                                                                                                     | Draft Vehicle for Hire By-Law                                                                                                                                                                        |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Governance and Administration</b> |                                                                                                                                         |                                                                                                                                                                                                      |
| Licensing authority                  | Cornwall Community Police Services Board issues, suspends, transfers and revokes licences; the Chief of Police administers and enforces | City Chief Licensing Officer administers licensing (Part 2); Manager of By-Law Services is responsible for enforcement, inspections and investigations                                               |
| Appeals                              | Heard by the Police Services Board, with the Chief of Police bearing the onus at the hearing                                            | Independent Vehicle for Hire Appeal Committee of three to five members appointed by Council, operating under the Statutory Powers Procedure Act and issuing written reasons (Part 11 and Schedule F) |
| Appeal scope and timelines           | Refusal, suspension and revocation; 14 days notice of hearing                                                                           | Refusal, suspension, revocation, imposition or amendment of conditions, scope of licence decisions and compliance orders; appeal filed within 15 days; AMPS appeals proceed under the AMPS By-Law    |
| Delegation and forms                 | Chief of Police furnishes forms; seven prescribed forms appended to the by-law                                                          | Chief Licensing Officer may prescribe forms, procedures and administrative guidelines, made available for public inspection (section 14.4)                                                           |
| <b>Scope and Licence Classes</b>     |                                                                                                                                         |                                                                                                                                                                                                      |
| Licence classes                      | Taxicab, limousine, special transportation, broker, owner, driver and dispatcher                                                        | Nine classes: Taxicab Broker, Taxicab Owner, Taxicab Driver, Accessible Taxicab Owner, Accessible Taxicab Driver, Limousine Operator, Limousine                                                      |

| Matter                               | Current Taxi By-Law                                                                                                                    | Draft Vehicle for Hire By-Law                                                                                                                                                                                                                                                                                                 |
|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                      |                                                                                                                                        | Driver, Private Transportation Company and PTC Driver (section 3.3)                                                                                                                                                                                                                                                           |
| Dispatcher licence                   | Separate dispatcher licence required for any person dispatching taxicabs                                                               | Not carried forward; broker and platform obligations address dispatch accountability                                                                                                                                                                                                                                          |
| Ride sharing                         | Not addressed                                                                                                                          | App based platforms licensed as Private Transportation Companies; the company, its drivers and its vehicles must all be licensed before service is offered (Schedule C)                                                                                                                                                       |
| Trips beginning outside the City     | No licence required for a trip terminating in Cornwall that began outside the City, but no passengers may be picked up within Cornwall | Same principle in sections 3.7 and 3.8, with defined conditions: the vehicle must be licensed elsewhere, enter only to complete a prearranged trip, and not accept a street hail, use a taxi stand or accept a Cornwall originating call                                                                                      |
| Akwesasne                            | Taxi companies operating out of the Akwesasne Territory are exempt from the pick up prohibition                                        | Exemption maintained (section 3.12) and expanded: no licensee may refuse, delay or surcharge a trip because of an Akwesasne origin or destination, bridge charges are limited to the fare, surcharge and toll actually paid, and treaty rights and Mohawk Council jurisdiction are expressly preserved (sections 3.9 to 3.13) |
| <b>Driver Screening and Training</b> |                                                                                                                                        |                                                                                                                                                                                                                                                                                                                               |
| Criminal record check                | Criminal record check with look back periods of five years for summary and ten years for indictable offences                           | Criminal Record and Judicial Matters Check under the Police Record Checks Reform Act, 2015 with every new and renewal application, dated within 90 days (sections 4.4 and 4.4.1)                                                                                                                                              |
| Disqualifying offences               | General prohibition on sexual offences and crimes of violence, plus Liquor Licence Act and Customs and Excise Act provisions           | Tiers with defined look back periods in section 4.4.3, from a permanent bar for the most serious offences through 10, 7, 5 and 3 year periods, with pardons, youth findings and non conviction information excluded                                                                                                           |
| Individualized consideration         | Not provided for                                                                                                                       | Section 4.4.6 requires the Chief Licensing Officer to consider the                                                                                                                                                                                                                                                            |

| Matter                              | Current Taxi By-Law                                                                                | Draft Vehicle for Hire By-Law                                                                                                                                                                                                                                                                    |
|-------------------------------------|----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                     |                                                                                                    | nature, gravity, recency and relevance of the conduct, rehabilitation and the applicant submissions before refusing, and not to fetter discretion                                                                                                                                                |
| Driving record                      | Valid unrestricted Ontario licence, not G1, G2 or probationary                                     | Unrestricted Class G or higher in good standing, not more than eight demerit points, and defined three year thresholds for stunt driving, careless driving, driving under suspension and failing to remain (section 4.4.4)                                                                       |
| Minimum age                         | 19 years                                                                                           | 18 years, applied uniformly to every licence class (section 4.4.5)                                                                                                                                                                                                                               |
| Training                            | 40 hour familiarization certificate issued by the broker and Taxi Association                      | City approved training covering the By-Law, defensive driving, customer service, accessibility, service animals, mobility aids and securement, with an examination prescribed by the Chief Licensing Officer; PTC driver training adds recognition and reporting of human trafficking indicators |
| Parity of standards                 | Applies to taxi, limousine and special transportation drivers                                      | Express requirement that no licence class be subject to a lower screening, criminal record check, conviction, age or driving record standard than any other (sections 4.4.5 and 13.8)                                                                                                            |
| <b>Vehicle Standards and Safety</b> |                                                                                                    |                                                                                                                                                                                                                                                                                                  |
| Vehicle age                         | No maximum age                                                                                     | Less than 10 model years old, with up to four consecutive six month extensions on a Safety Standards Certificate and mechanic confirmation; Limousines up to 12 model years                                                                                                                      |
| Inspections                         | Annual certificate of mechanical fitness filed each August 15, plus visual inspection on licensing | Annual Safety Standards Certificate plus a driver completed daily defect inspection and Daily Inspection Report before the vehicle is first placed in service each day (sections 8.5 to 8.9)                                                                                                     |

| Matter           | Current Taxi By-Law                                                                                                    | Draft Vehicle for Hire By-Law                                                                                                                                                                                                                                                                                                               |
|------------------|------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Defect response  | Owner to repair reported defects within 24 hours, excluding weekends and holidays; immediate removal if safety related | Major Defect requires immediate removal from service until a licensed mechanic confirms the repair in writing; Minor Defect must be repaired within 24 hours or the vehicle is removed from service; records retained six months                                                                                                            |
| Camera systems   | Not required                                                                                                           | Required in every licensed vehicle including PTC vehicles, with passenger notice, limits on audio, encryption, 30 to 90 day retention, a designated custodian, an access log, breach notification and strict limits on use and disclosure (sections 8.10 to 8.17)                                                                           |
| Winter tires     | Not required                                                                                                           | Four winter tires required from December 1 through March 15                                                                                                                                                                                                                                                                                 |
| Equipment        | Emergency first aid kit, road kit with flares and booster cables, and a rear yellow flashing light                     | Charged fire extinguisher and first-aid kit, spare tire, wheel and jack or equivalent, with class specific equivalents permitted                                                                                                                                                                                                            |
| Hours of service | Maximum 12 hours in any 24 hour period, logged by the broker                                                           | Maximum 12 hours in any 24 hour period, extended to PTC drivers across one or more platforms, with platform controls required                                                                                                                                                                                                               |
| <b>Insurance</b> |                                                                                                                        |                                                                                                                                                                                                                                                                                                                                             |
| Coverage         | \$1,000,000 public liability and property damage with a passenger hazard clause                                        | Tiered by class in Schedule D: \$2,000,000 commercial automobile for taxi and accessible taxi owners and for PTC vehicles; \$5,000,000 commercial automobile and \$5,000,000 commercial general liability for limousine operators; \$5,000,000 commercial general liability for brokers and PTCs, with the City named as additional insured |
| Verification     | Policy deposited with the Chief of Police; renewals filed five days before expiry                                      | Broker or PTC must verify driver and vehicle insurance before service and at least annually; lapse below the required coverage immediately suspends the licence                                                                                                                                                                             |

| Matter                           | Current Taxi By-Law                                                                                                                                   | Draft Vehicle for Hire By-Law                                                                                                                                                                                                                                   |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Neutrality                       | Not applicable                                                                                                                                        | Express requirement that insurance minimums for a PTC be not less than those for a Taxicab Broker of equivalent fleet size, and for a PTC vehicle not less than for a Taxicab                                                                                   |
| <b>Fares and Fees</b>            |                                                                                                                                                       |                                                                                                                                                                                                                                                                 |
| Location of amounts              | Dollar amounts for fares and licence fees set out in Schedules A, B and C of the by-law                                                               | No dollar amounts in the By-Law; all fares and fees established by Council in the Fees and Charges By-Law, as amended (sections 13.1 and 13.2, Schedules E and G)                                                                                               |
| Currency of rates                | Taxi tariff stated as effective July 2, 2013; fee schedule headed "Year 2010, last updated 2022"                                                      | Rates adjusted through the annual fees and charges review, with a mandatory review of fares and fees at least every two years                                                                                                                                   |
| Tariff adjustment                | Board sets rates; adjustments implemented October 1 and only on written request from a driver licence holder or certified association filed by June 1 | Broker, owner or certified driver association may request an amendment by June 1; Council amends the Fees and Charges By-Law; no more than one adjustment in any 12 month period                                                                                |
| Fee neutrality                   | Not applicable                                                                                                                                        | Fees applied on a competitively neutral basis across licence classes, with Accessible Vehicles exempt from licence, plate and decal fees                                                                                                                        |
| PTC fares                        | Not addressed                                                                                                                                         | Market based with mandatory upfront price disclosure before acceptance and a cap of 2.0 times standard fare during a declared emergency, evacuation or severe weather event                                                                                     |
| Prepayment                       | Driver may require prepayment of an estimated fare between 8:00 p.m. and 8:00 a.m.; balance returned promptly                                         | Permitted between 11:00 p.m. and 5:00 a.m., applied uniformly, estimate capped at 25% above the metered fare, meter engaged, immediate refund to the original payment method, no vouchers or credits, and exemptions for accessible service and Akwesasne trips |
| <b>Plates, Supply and Leases</b> |                                                                                                                                                       |                                                                                                                                                                                                                                                                 |

| Matter                        | Current Taxi By-Law                                                                                                                                | Draft Vehicle for Hire By-Law                                                                                                                                                                                                                                          |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Plate supply                  | One taxicab owner licence per 1,000 residents, with 56 plates currently issued and attrition to the ratio; one broker licence per 10,000 residents | Population based ratios not carried forward; waiting list maintained and the licensing framework reviewed at least every three years having regard to service levels, accessibility and market conditions (Schedule A, sections A6.1 to A6.3)                          |
| Plate leases                  | Rental of a vehicle with its plate permitted; plate may not be rented without the vehicle                                                          | Written Plate Lease required, approved in writing in advance and registered by the Chief Licensing Officer, with lessor and lessee jointly and severally responsible and no sub leasing or assignment (sections A6.6 to A6.13)                                         |
| Vested rights                 | Not addressed                                                                                                                                      | Express confirmation that no person acquires a vested right to a licence, renewal, licence or plate value, restricted market, exclusive service area or protection from competition, and that no compensation is payable on amendment or repeal (sections 3.5 and 3.6) |
| Association membership        | Owner must be a member in good standing of the Association of Taxicab Owners as a precondition to licensing                                        | Not carried forward                                                                                                                                                                                                                                                    |
| <b>Technology and Records</b> |                                                                                                                                                    |                                                                                                                                                                                                                                                                        |
| Dispatch technology           | Two way radio required; brokers may not operate solely on cellular technology                                                                      | Digital Platform recognized as a means of arranging service; brokers must maintain a City office, 24 hour dispatch and telephone booking                                                                                                                               |
| Record retention              | Broker and owner trip records retained 12 months                                                                                                   | Broker and PTC trip, dispatch, complaint and insurance records retained at least three years; daily inspection records 6 months; vehicle records 3 years after service                                                                                                 |
| Reporting                     | Quarterly vehicle and driver list; monthly complaint reports                                                                                       | Quarterly electronic reporting of fleet, drivers, total and accessible trips requested, fulfilled and unfulfilled, wait times, complaints and safety incidents, with additional information required on 48 hours notice                                                |

| Matter                                    | Current Taxi By-Law                                                                       | Draft Vehicle for Hire By-Law                                                                                                                                                                                                                                                                                           |
|-------------------------------------------|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Audits and data security                  | Not addressed                                                                             | PTC must permit audit of screening, training and accessibility measures, transmit records by encrypted means, notify of breaches and keep City records segregated from proprietary platform data                                                                                                                        |
| <b>Accessibility</b>                      |                                                                                           |                                                                                                                                                                                                                                                                                                                         |
| Accessible vehicles                       | Wheelchairs and similar devices carried without charge; no accessible licence class       | Separate Accessible Taxicab Owner and Driver classes, full exemption from licence, plate and decal fees, free conversion of a standard plate to an accessible plate, and enhanced driver training                                                                                                                       |
| Priority of service                       | Refusal of service to a person with a disability or a service animal prohibited           | Priority for accessible requests required, and declining, cancelling or unreasonably delaying an accessible request to first take a non accessible request is prohibited, with records to demonstrate compliance                                                                                                        |
| PTC obligations                           | Not applicable                                                                            | PTC must maintain an accessibility service plan acceptable to the Chief Licensing Officer providing equivalent service directly or by agreement with an accessible provider                                                                                                                                             |
| <b>Consumer Protection and Continuity</b> |                                                                                           |                                                                                                                                                                                                                                                                                                                         |
| Lost property                             | Driver to examine the vehicle and deliver property to the owner or nearest police station | Driver duty to inspect after every trip, escalated handling for mobility aids, medication, identification and child seats, police reporting for firearms, controlled substances and currency over \$100, a lost property register, two business day response, 60 day retention and no return fee (sections 7.8 to 7.11) |
| Complaints                                | Broker maintains a complaint list and reports monthly to the Chief of Police              | Broker and PTC complaint procedures required; a PTC must investigate and respond within 10 business days and retain the record three years                                                                                                                                                                              |

| Matter                           | Current Taxi By-Law                                                               | Draft Vehicle for Hire By-Law                                                                                                                                                                                                                  |
|----------------------------------|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Business continuity              | Estate has one year to arrange continuance following the death of an owner        | Estate Trustee may continue for up to 12 months with one six month extension on conditions; equivalent relief where a licensee becomes incapable; corporate dissolution and change of controlling individual addressed (sections 5.8 to 5.14)  |
| Discontinuation of service       | Licence suspended after 90 days without service and may be revoked after 365 days | 14 days written notice to the City and to every affected driver, with prescribed content, surrender of identifiers within five days and survival of record retention obligations; 90 day inactivity provision retained (sections 6.11 to 6.14) |
| City indemnity                   | Not addressed                                                                     | Every licensee indemnifies the City, Council, Appeal Committee members and staff, and the City is not liable for loss of business, income, licence value or plate value arising from good faith administration (sections 7.12 to 7.14)         |
| <b>Enforcement and Penalties</b> |                                                                                   |                                                                                                                                                                                                                                                |
| Enforcement tools                | Prosecution under the Provincial Offences Act                                     | Provincial Offences Act prosecution or, where designated, Administrative Penalties under the City AMPS By-Law, with double jeopardy expressly prevented                                                                                        |
| Fines                            | Maximum \$2,000 per offence                                                       | Minimum \$500 and maximum \$100,000, with continuing offences at a minimum of \$500 and maximum of \$10,000 per day, subject to the Municipal Act                                                                                              |
| Compliance orders                | Not provided for                                                                  | Manager of By-Law Services may order discontinuance or corrective work, with the City able to perform the work at the person expense and recover the cost                                                                                      |
| Unpaid amounts                   | Not addressed                                                                     | Graduated process: 30 days in default triggers notice, 15 days to pay or arrange payment, then suspension, and revocation                                                                                                                      |

| Matter                             | Current Taxi By-Law                                                                                   | Draft Vehicle for Hire By-Law                                                                                                                                                                                                                                                      |
|------------------------------------|-------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                    |                                                                                                       | available after 90 days, with appeal rights at each stage                                                                                                                                                                                                                          |
| <b>Licence Term and Transition</b> |                                                                                                       |                                                                                                                                                                                                                                                                                    |
| Licence year                       | Expires December 31; late renewal treated as a new application, with a discretionary 30-day extension | Licence year runs August 1 to July 31; complete renewals filed at least 30 days before expiry, with a late renewal surcharge and limited discretion for delay beyond the licensee control (sections 4.6 to 4.6.2, 5.6 and 5.7)                                                     |
| Coming into force                  | In force on passing                                                                                   | Proposed August 1, 2027, being the first day of a licence year; existing licences remain valid to their expiry date with full compliance required by that date, and the predecessor by-law is repealed on that date to the extent of the City jurisdiction (sections 14.5 to 14.9) |

## Example of fee schedule

### 2. Taxicab Tariff (all amounts include HST)

| Fare item                                                                                                  | Council-approved amount |
|------------------------------------------------------------------------------------------------------------|-------------------------|
| Initial charge for one or two Passengers, including the first 100 metres                                   | \$4.00                  |
| Each additional 100 metres or part, being \$1.90 per kilometre (referenced as \$190.00 per 100 kilometres) | \$0.19                  |

|                                                                |                                      |
|----------------------------------------------------------------|--------------------------------------|
| Waiting time or time in slow traffic                           | \$0.60 per minute (\$36.00 per hour) |
| Each additional Passenger over two, subject to exemptions      | \$2.00                               |
| Specific van or larger vehicle requested by the Passenger      | \$5.00                               |
| Use of trunk or storage area, handled by the Driver, flat rate | \$2.00                               |
| Mobility Aid, service animal or support person                 | No charge                            |
| Child under 12 years accompanied by an adult                   | No charge                            |
| Seaway International Bridge crossing surcharge                 | Recovery of actual toll              |
| Out of City Trip beyond five kilometres of City limits         | Flat rate agreed before embarkation  |

### **1. Licence Fees**

| <b>Licence class</b>                                                   | <b>New</b> | <b>Renewal</b> |
|------------------------------------------------------------------------|------------|----------------|
| Taxicab Broker (1 to 24 Taxicabs)                                      | \$600.00   | \$400.00       |
| Taxicab Broker (25 or more Taxicabs)                                   | \$1,200.00 | \$750.00       |
| Taxicab Owner (per Taxi Plate)                                         | \$300.00   | \$200.00       |
| Accessible Taxicab Owner (per Accessible Taxicab Plate)                | No charge  | No charge      |
| Taxicab Driver                                                         | \$75.00    | \$60.00        |
| Accessible Taxicab Driver endorsement                                  | No charge  | No charge      |
| Limousine Operator (per Limousine)                                     | \$400.00   | \$350.00       |
| Limousine Driver                                                       | \$100.00   | \$75.00        |
| Private Transportation Company (1 to 24 affiliated PTC Motor Vehicles) | \$1,500.00 | \$750.00       |

|                                                                           |            |            |
|---------------------------------------------------------------------------|------------|------------|
| Private Transportation Company (25 or more affiliated PTC Motor Vehicles) | \$2,000.00 | \$1,000.00 |
| PTC Motor Vehicle (per vehicle)                                           | \$300.00   | \$200.00   |
| PTC Driver                                                                | \$75.00    | \$60.00    |

## **Matters for Council Consideration**

Administration has identified the following matters on which Council direction would assist in finalizing the By-Law.

- Whether to proceed with a municipal licensing framework now, or await the outcome of the Ministry of Transportation consultation, recognizing that the Province has not committed to anything beyond consultation.
- Whether ride sharing should be permitted in Cornwall, recognizing that 64% of public survey respondents indicated they would use it, while 71% of drivers expect a negative impact and one brokerage has raised substantial economic concerns.
- The fare model, specifically whether taxi fares remain City regulated and how upfront app based pricing would interact with the regulated taxi tariff.
- Supply management, specifically whether the population based plate ratio should be discontinued as proposed and whether any fleet cap should apply to Private Transportation Companies.
- Whether platform managed compliance verification is acceptable and, if so, what audit, record retention and City access provisions must accompany it.
- Measures to improve accessible service availability, given that neither brokerage currently offers wheelchair accessible service.
- The proposed August 1, 2027 coming into force date and the associated transition of existing licences to the August 1 to July 31 licence year.

## **Accessibility Impact**

Accessibility is a significant consideration in this review. Neither licensed brokerage currently offers wheelchair accessible service in Cornwall, and both the brokerage and driver feedback identified the cost of acquiring and operating



an accessible vehicle as the primary barrier. More than one quarter of public survey respondents reported requiring accessible transportation for themselves or a household member.

The current Taxi By-Law addresses accessibility only through a prohibition on refusing service to a person with a disability or a service animal and a requirement that wheelchairs and similar devices be carried without charge. It contains no accessible vehicle licence class, no incentive to operate an accessible vehicle and no service priority requirement.

The draft By-Law responds through Part 12, which fully exempts Accessible Vehicles from licence, plate and decal fees, permits a standard Taxi Plate to be converted to an Accessible Taxicab Plate at no charge, requires priority for accessible service requests, and prohibits declining, cancelling or unreasonably delaying an accessible request in order to first complete a non-accessible one. No additional charge may be imposed for accessible service, a mobility aid, a service animal or a support person. Separate Accessible Taxicab Owner and Accessible Taxicab Driver classes are created, with enhanced driver training in securement, boarding and assistance, and brokers must use reasonable efforts to keep at least one Accessible Taxicab available.

Private Transportation Companies would be required to maintain and implement an accessibility service plan acceptable to the Chief Licensing Officer, providing equivalent service for passengers requiring wheelchair accessible transportation either directly or through an agreement with an accessible provider. Industry feedback emphasized that accessibility obligations must apply equally to all providers, as uneven regulation removes the economic incentive to invest in accessible vehicles.

These measures are in addition to, and do not limit, the requirements of the Accessibility for Ontarians with Disabilities Act, 2005, Ontario Regulation 191/11, and Regulation 629 under the Highway Traffic Act. The draft By-Law will be referred to the Municipal Accessibility Advisory Committee for comment prior to the final report to Council.

### **Climate Action Plan Alignment**

A well functioning vehicle for hire system supports the objectives of the Climate Action Plan by providing an alternative to single occupant private vehicle use and by connecting residents to Cornwall Transit and to employment, health care and essential services. Improving service availability and reducing wait times, both



identified as priorities through the public survey, supports greater use of shared transportation.

The draft By-Law introduces a maximum vehicle age of less than 10 model years, where the current By-Law sets no age limit. Over time this supports a licensed fleet with improved fuel efficiency and emissions performance. Administration will report back on whether additional provisions supporting zero emission or hybrid vehicles in the licensed fleet should be included in the final By-Law.

## **Attachments**

- Draft By-Law 2026-XX, Vehicle for Hire By-Law, including Schedules A through G and the Explanatory Note
- Vehicle for Hire By-Law: Public Survey Summary Results
- Vehicle for Hire By-Law: Brokerage Survey Summary Results
- Vehicle for Hire By-Law: Driver Survey Summary Results
- Vehicle for Hire By-Law: Private Transportation Company Submissions
- Vehicle for Hire Survey Brokerage Questions
- Vehicle for Hire Survey Driver Questions
- Draft AMPS Amendment

|                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Document Title:      | Vehicle for Hire Update - 2026-13-Fire Services.docx                                                                                                                                                                                                                                                                                                                                                                                                             |
| Attachments:         | <ul style="list-style-type: none"><li>- Vehicle for Hire By-Law - Draft.docx</li><li>- AMPS Amendment - Vehicle for Hire.docx</li><li>- City of Cornwall - Vehicle for Hire By-Law - Broker.pdf</li><li>- Vehicle for Hire By-Law Brokerage Survey Results.docx</li><li>- City of Cornwall - Vehicle for Hire By-Law - Drivers.pdf</li><li>- Vehicle for Hire By-Law Driver Survey Results.docx</li><li>- Vehicle for Hire - Public Survey Results.pdf</li></ul> |
| Final Approval Date: | Sep 24, 2026                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

This report and all of its attachments were approved and signed as outlined below:

**Matthew Stephenson - Sep 22, 2026 - 3:04 PM**

**Tim Mills - Sep 24, 2026 - 7:01 AM**