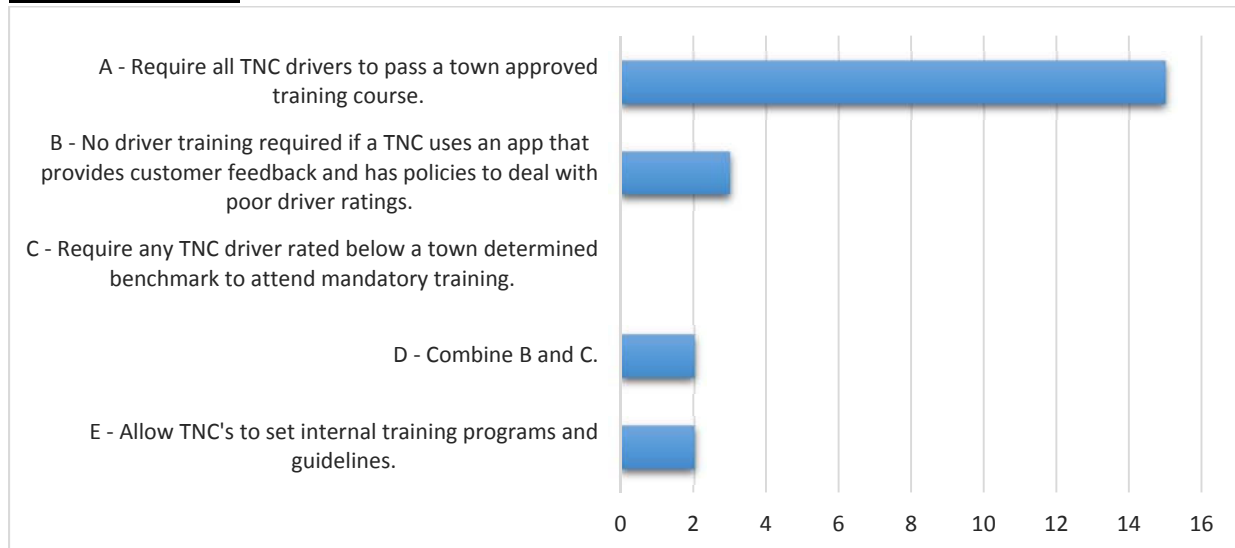


# Transportation Network Company

## Public Meeting comments

### June 22, 2016

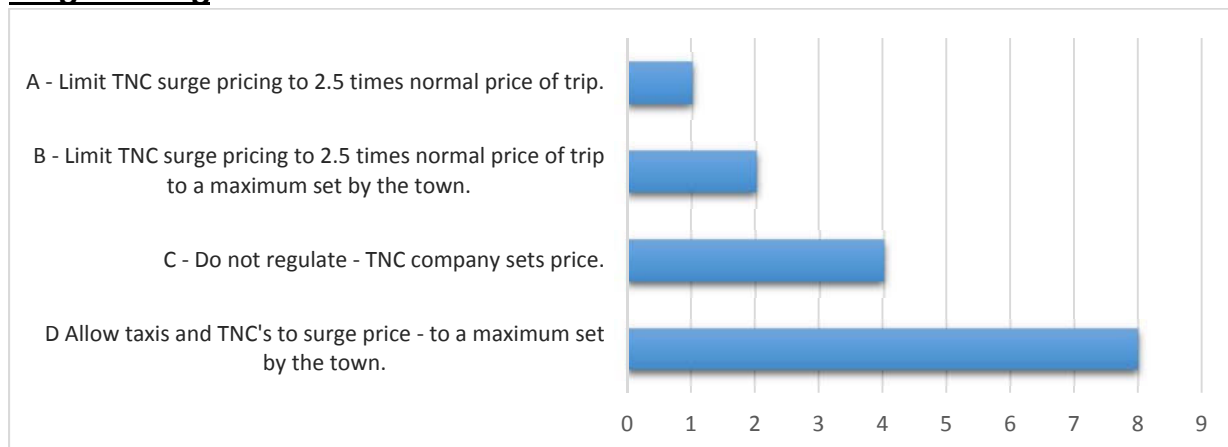
#### Driver Training



#### Comments:

1. Uber should have proper training for drivers so they can be good customers like taxi drivers.

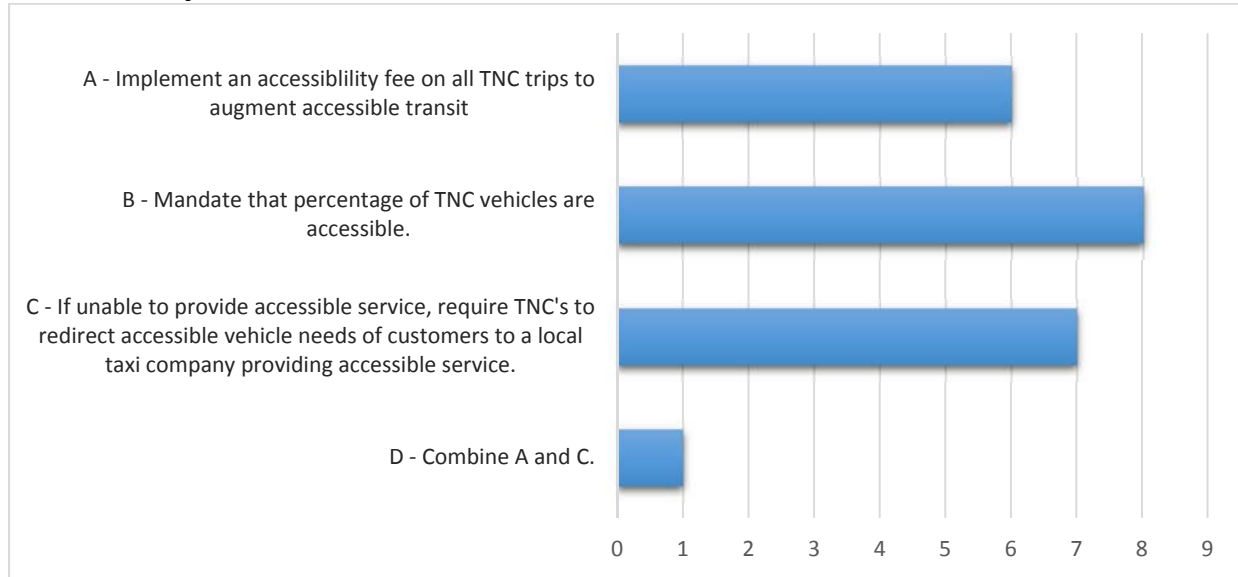
#### Surge Pricing



#### Comments:

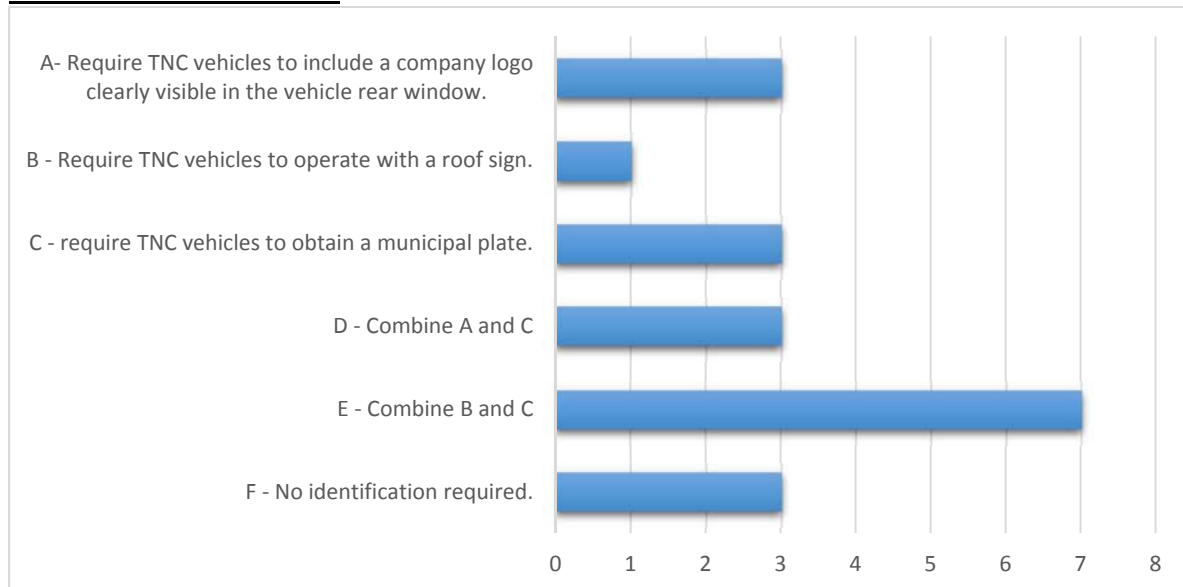
1. Uber X is an app taxi company, follow taxi rules
2. No surge pricing at all everyone pays the same price
3. First regulate it then we can talk about pricing, this makes no sense and is just a waste of time and taxpayer money
4. No surge pricing for either taxis or TNC's.
5. No surge price for all, everyone should pay the full amount like taxi cabs
6. Surge pricing is killing people's budget and should not be allowed at all.

## **Accessibility**



No additional comments received.

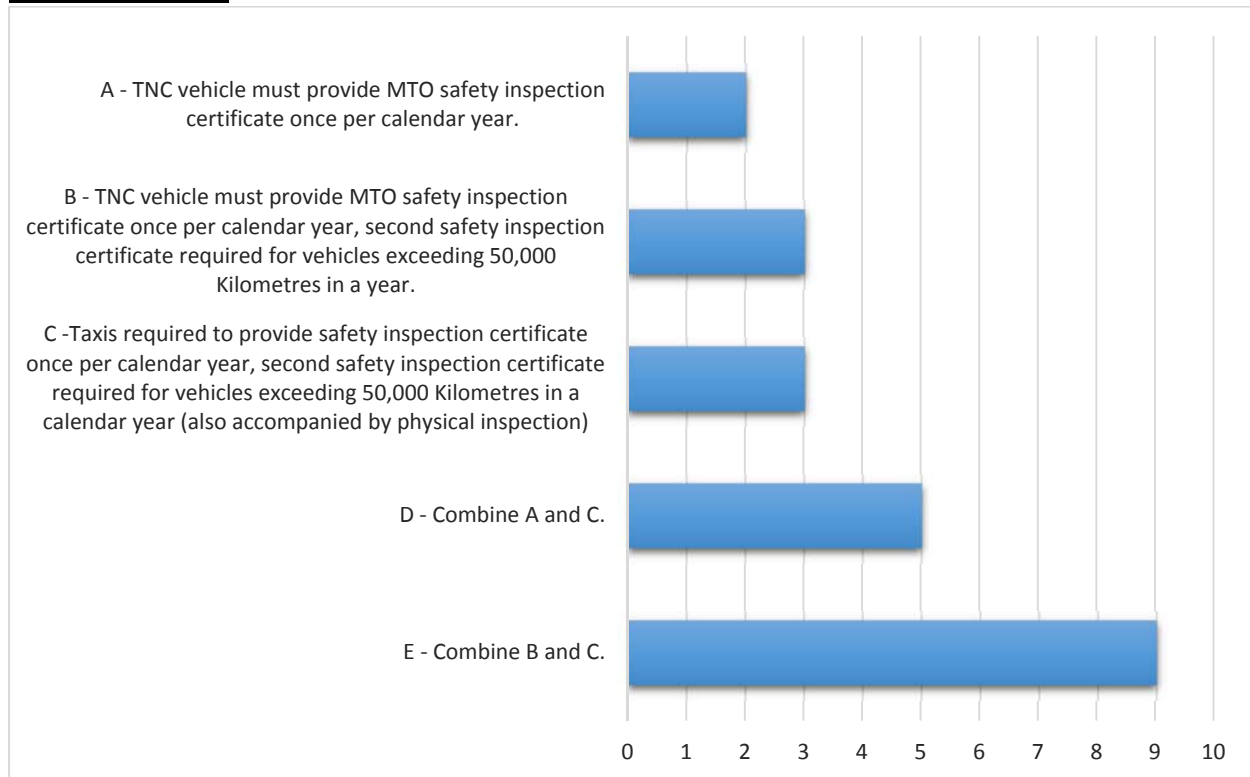
## **Vehicle Identification**



Comments:

1. Combine A, B and C
2. Same rules as taxi
3. Proper identification
4. Combine A and B

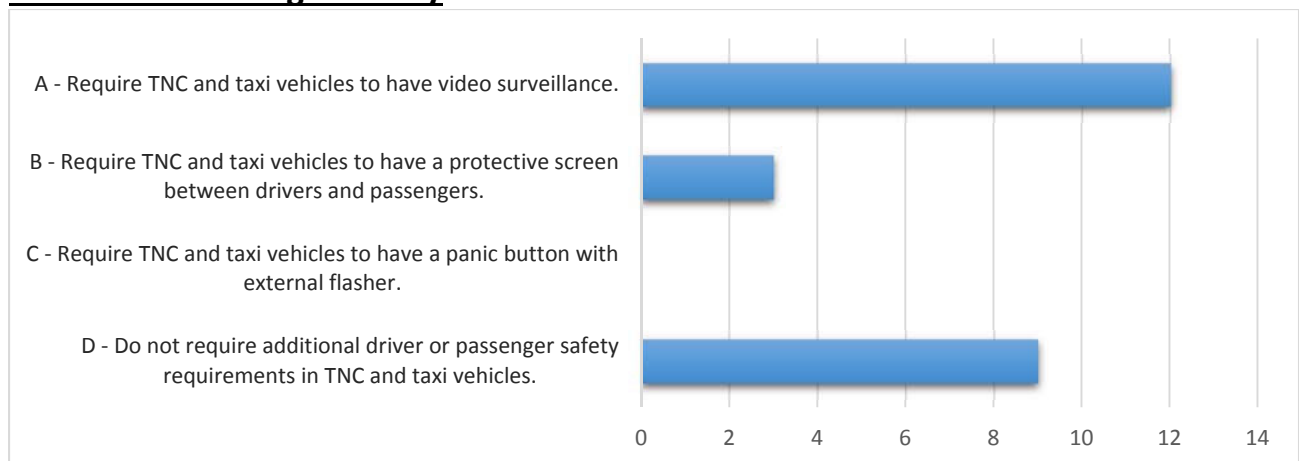
## **Vehicle Safety**



### Comments:

1. Vehicle safety for both Uber and taxis should be the same along with the age of vehicles should be the same
2. Helping drivers to limit pick up and drop off at a specific location
3. First you have to regulate it then we can talk about safety and other rules

## **Driver and Passenger Safety**

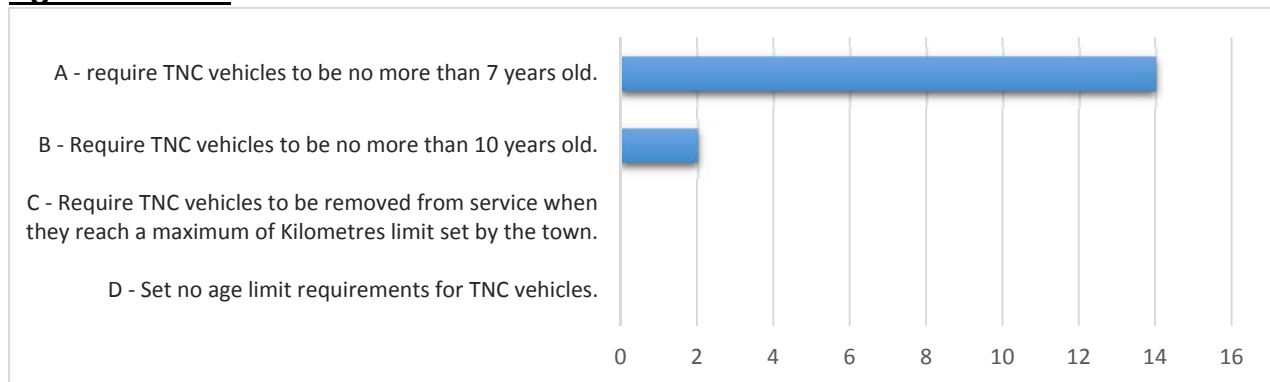


### Comments:

1. Combine A, B and C
2. All cars should be equipped with a 911 number installed to dispatch system for safety and emergency service
3. Uber X is an app based taxi

4. TNC should have surveillance and all rules and regulations
5. Stop them from operating then regulate and then discuss safety.
6. Require TNC and taxi vehicles to have a panic button connected to 911 (police) direct.

## **Age of Vehicle**



### **Comments:**

1. (6) TNC vehicles should be no more than 4 years old
2. (2) TNC and taxi should have the same age requirements.
3. Combine mileage and age
4. Follow the City of Toronto
5. Owner operator vehicles max 10 years
6. First regulate and then discuss
7. Require both taxi and TNC vehicles to be removed from service when they reach a maximum kilometer limit set by the town.

### **General Comments:**

1. Level the playing field and when you do remember not all taxis operate 24-7. So if you give concessions to Uber because they are “part time” drivers, then you must give concessions to taxis that do not operate 24 hours per day.
2. Enforce existing laws, then discuss leveling the playing field
3.
  - a. Town should ensure Uber drivers have proper insurance (commercial) like cabs. They should have criminal record checks and they should be made to license by the town and have proper identification so that if anything happens the driver can be tracked
  - b. Uber drivers should pay licensing fees as taxis
  - c. Uber should be made to have same by-law as taxis
  - d. Most of the Uber drivers are not professional drivers so they should attend proper training before driving in town
4.
  - a. Uber drivers should have proper insurance so that customer safety is not neglected. Most of them are not having insurance, this is totally illegal. Insurance is a must. They should have commercial insurance.
  - b. They should have a meter like cabs for all runs they do.
5. Uber is illegal company doing business in town for the last two years. It should follow the town by-laws as a taxi company. It should be banned immediately.

6. a. Uber X is app based taxi company (Jennifer Baker – New York Times) Court rules June 11, 2016, charged three top most manager, should be fine
7. a. Uber X should be stopped because it's operating illegally  
b. Make laws for Uber or TNC as taxi.  
c. Make it same as taxi e.g. inspection, town approved license for drivers and plate for cars etc.  
d. Same dues as taxi.
8. Level the playing field to "Uber" like standards.
9. Plates have been stopped for now, how will TNC and regular taxi have plates issued? How will you start a list again?
10. a. Insurance currently offered by Aviva insurance only provides a maximum of 20 hours per week insurance for "Uber" fare paying usage. Those 20 hours are not driving time only it includes logging onto the TNC (example: log on for 3 hours, drive for 1 hour uses up 4 hours of their 20 hour allowance)  
b. Unless the passenger has his/her own auto insurance policy they have to claim accident benefits coverage from the driver's policy.  
c. If the driver is not currently with Aviva (currently the only provider) the auto policy will be invalid and only bodily injury claims will be honoured.
11. a. No Uber or TNC in Oakville  
b. No more issuance of taxi plates  
c. Lower taxi licence renewal fees.
12. Uber should;  
a. Register each plate  
b. Uber and taxi start with 7 year rather than 4 years  
c. Uber and taxi – \$1 million liability  
d. Have reduced fees – pilot project until industry has a chance to adapt.  
e. Put a maximum on the number of hours each driver drives in a day – 8 hours? A lot of taxi drive 12 hours.  
f. Taxi and Uber – just 4 door sedan – less restriction.  
g. Allow \$2.50 starting both Uber and taxi – keep distance per km the same.
13. a. Oakville staff should take Uber rides prior to writing the by-law.  
b. Police be able to contact Uber immediately for concerns in the area taxis second eyes for police.  
c. Drivers should be able to see a message from police on their monitors instantly.
14. a. No Uber or TNC in Oakville  
b. No more issuance of taxi plates  
c. Lower taxi licence renewal fees.
15. No Uber.
16. See City of Toronto regulations for consistency and fairness – Oakville should not be too far apart.
17. Reduce regulations on taxi – level the playing field.
18. Do not ban TNC, we just need to create fair rules for both taxi and TNC.