



# Vehicles for Hire By-law Development STAKEHOLDER ENGAGEMENT SUMMARY

November 2017

## Background

The Province of Manitoba (the Province) put forward legislation in Bill 30 – The Local Vehicles-for-Hire Act, which proposed to see the regulation of vehicles-for-hire be transferred from the Province to the City of Winnipeg (the City) on February 28, 2018. As a result, the City began the steps necessary to draft a new Vehicles-for-Hire By-law.

MNP LLP surveyed 9,215 consumers online and 500 in a telephone survey as part of the Winnipeg Taxicab Services Review, prepared for the Province of Manitoba and released in December, 2016. Report findings indicated “the public feels more supply is needed, particularly during winter months, peak periods of the day/evening, and after special events.”

## Engagement

Stakeholder engagement for the purpose of collecting feedback for by-law development took place from September 14 to November 14, 2017. Stakeholder engagement included focus group sessions, stakeholder meetings, written feedback and a working group session.

## Promotion

Invitations were distributed directly to stakeholders to attend a focus group session or schedule a stakeholder meeting session. The Taxicab Board distributed invitations to the driver and owner focus group and drivers and owners who were interested were asked to contact the City to RSVP.

## What We Heard

This section does not contain a comprehensive list of what was heard. The stakeholder engagement report includes a full account of what was heard and what is being considered in the development of the Vehicles for Hire By-law.

### Driver and passenger safety:

- Safety for both drivers and passengers should be the top priority in by-law development.
- Current complaints system is difficult to navigate.
- Unsafe taxicab driving is a concern for passengers.
- A minimum driver safety rating could be considered of all vehicles for hire drivers.
- Taxicab drivers are driving more often than the average driver so they are more likely to incur demerits.

### Consumer Protection:

- Taxicab owners are concerned for the value of their business license.
- Some taxicab drivers have experienced false accusations.
- Fairness should be considered when developing a by-law that introduces Private Transportation Providers (PTPs; formerly identified as Transportation Network Companies or ‘TNC’ in engagement materials)
- Concerns over the viability of the taxi business if PTPs ‘flood the market’.
- Uber drivers are driving an average of 5-10 hours per week for an average of six months.
- The impacts of introducing PTPs may not be visible at first, but that the negative consequences (such as impacts on communities and business owners) would be seen after several years.
- If PTPs are not required to accept trips, certain segments of the population may be neglected.

### Accessibility:

- Not all who require accessible service are receiving the taxicab services in a reasonable timeframe.
- 100% wheelchair roll-on accessible vehicles should be the ultimate long-term goal for all vehicles for hire.
- Accessible vehicles are expensive to purchase or upgrade.
- Accessible taxicab service takes longer to provide and those who provide accessible services cannot charge a higher fare (other than handi-cab vans).

## Conclusion and Next Steps

There were many passionate voices involved in the stakeholder engagement process. The feedback and concerns voiced during the stakeholder engagement process further highlighted the need for ongoing stakeholder involvement and a mechanism for feedback and assessment following the transition of vehicles-for-hire regulation from the Province to the City.

Since targeted stakeholder engagement concluded in November 2017, the feedback contained in this summary and the stakeholder engagement report is being considered during the development of an administrative report and draft by-law to be submitted to Executive Policy Committee and Council for approval in late Fall/Winter 2017/2018.

Stakeholder Engagement Activities		
Timeframe	Activity	Participation level
Sept 14 – Sept 26	Focus group sessions	7 sessions – approximately 142 attendees
Sept 14 – Nov 2	Stakeholder meetings	16 Meetings with representatives from 16 organizations, 36 participants
Sept 14 – Oct 13	Written feedback submissions	94 survey submissions from taxicab drivers and owners and 10 email submissions
Nov 14	Working group session	10 representatives invited, 9 attended

For more information, or to read the full stakeholder engagement report, please visit [winnipeg.ca/vehiclesforhire](http://winnipeg.ca/vehiclesforhire)