

To: Corporate Services Committee

From: Beverly Hendry, Commissioner,
Corporate Services Department

Report Number: CORP-17-24

Date of Report: May 4, 2017

Date of Meeting: May 8, 2017

Subject: Transportation Network Companies and Proposed Public and
Industry Stakeholder Consultation Process

File: D-2200

1.0 Purpose

This report presents information on Transportation Network Companies and recommends that staff initiate a public and industry stakeholder consultation process and report back with potential policy options for the Corporate Services Committee's consideration at its September 11, 2017 meeting.

2.0 Recommendation

That the Corporate Services Committee recommend to City Council:

- 1) That staff be authorized to initiate a public and industry stakeholder consultation process as detailed in Section 5.4 of report CORP-17-24;
- 2) That staff develop potential policy options taking into account feedback from the consultation process and report back to the Corporate Services Committee at its September 11, 2017 meeting; and,
- 3) That all correspondence on the subject of Transportation Network Companies be forwarded to staff for direct response and/or consideration in the forthcoming report.

3.0 Executive Summary

Transportation Network Companies (T.N.C.s) have established operations in many Ontario municipalities including in the City of Oshawa. The entrance of T.N.C.s in the provision of private transportation services, a sector traditionally regulated by many municipalities, has introduced a host of issues - the most important being the need to ensure consumer protection and health and safety. This report provides information on T.N.C.s and

recommends that staff be authorized to initiate a public and industry consultation process and that staff report back with potential policy options at the Corporate Services Committee's September 11, 2017 meeting.

4.0 Input From Other Sources

The following have been consulted in the preparation of this report:

- City Manager
- Legal Services
- Strategic Initiatives
- Ontario municipalities including: Hamilton, Mississauga, Oakville, Pickering, Ajax, Whitby, and Clarington

5.0 Analysis

5.1 Background

The issue of T.N.C.s (also referred to as private transportation companies and/or ride-sharing companies) has been considered by the Corporate Services Committee ("Committee") on multiple occasions. Accordingly, Committee directed staff to consider the issue of T.N.C.s and to report back. This report provides information on T.N.C.s; recommends that staff initiate a comprehensive public and industry stakeholder consultation process; and that staff report back with potential policy options at Committee's September 11, 2017 meeting.

5.1.1 Defining Transportation Network Companies

T.N.C.s are companies that connect passengers with drivers for hire through a mobile application ("app"). Examples of T.N.C.s include, but are not limited to: Uber, Lyft, and RideCo. Perhaps the most comprehensive definition of a T.N.C. is provided by the Commission of the State of California which defines T.N.C.s as:

"an organization whether a corporation, partnership, sole proprietor or other form...that provides prearranged transportation services for compensation using an online-enabled application or platform to connect passengers with drivers using their personal vehicles."¹

By extension, T.N.C. drivers are individuals other than a licensed taxicab driver or designated driver (D.D.) who provide pre-arranged transportation services to passengers for a fee using a T.N.C.'s app. While some taxicab and D.D. brokers have developed apps that connect passengers to licensed taxicabs or D.D.s, T.N.C.s differ in that the payment is

¹ Peevey, Michael R, ed. Decision Adopting Rules and Regulations to Protect Public Safety While Allowing New Entrants to the Transportation Industry 20, December 2012, San Francisco. City of San Francisco: Public Utilities Commission of the State of California p 2.

entirely cashless, trips are arranged exclusively through the app and street hails are not permitted. In contrast, licensed taxicab and D.D. brokers arrange rides through various means including street hails, telephone, and apps and accept cash in addition to electronic payment. There is also greater distinction between D.D.s and T.N.C.s (and taxicabs) in that D.D.s provide transportation services in the client’s vehicle. Another distinction is that T.N.C. drivers, similar to D.D.s, predominately work part-time whereas taxicab drivers predominately work full-time. The aforementioned distinctions are depicted in **Table 1** for reference purposes.

Table 1 Principal Distinctions Between T.N.C.s, Taxis, and D.D.s

| | T.N.C. Driver | Taxicab Driver | Designated Driver |
|--|--|---|---|
| Conveyance of Passenger(s) | Personal Vehicle | Commercial Vehicle | Customer’s Personal Vehicle |
| Arranging/Hailing of Rides |  |    |    ² |
| Employment Classification of Driver | Predominantly Part-Time | Predominantly Full-Time | Predominantly Part-Time |
| Legend |  Mobile Application |  Phone |  Street Hail |

5.1.2 General Business Model of T.N.C.s

The general business model of T.N.C.s shares the following five (5) common elements:

Technology - Customers arrange rides with T.N.C.s through an app and are able to monitor the status of their pick-up/location of the T.N.C. driver via Global Positioning System in real time. The app allows the customer to input an address for the pick-up location or, in the absence of an address, the customer is able to select a pick-up location on the map. When a pick-up is arranged, the customer is provided with their T.N.C. driver’s information which typically includes:

- name and picture of the T.N.C. driver;
- details of their vehicle (make, model, and licence plate number); and,

² Only licensed Designated Drivers who are similarly licensed as D.D. Brokers may arrange for the provision of designated driving services through a street hail.

- reputational ranking

T.N.C. drivers can call their customers to provide updates on their arrival or to acquire more details on their pick-up location.

Driver Screening – Recognizing that there is a need to ensure a level of consumer protection, many T.N.C.s have established driver screening processes as part of their online driver intake process. T.N.C. driver screening processes typically includes requiring the T.N.C. applicant to submit:

- personal details (name, age, valid drivers' licence, address, email, etc.)
- details about their vehicle (licence plate number, ownership documents, etc.)
- mechanical safety certificates for their vehicle (i.e. vehicle inspection for mechanical safety)

In addition, the T.N.C. conducts a background check on behalf of the T.N.C. driver through a third-party service that attains the T.N.C. driver applicant's Criminal Information Report and Drivers Abstract (i.e. driving record). It is worthwhile to note that municipal regulations have acted as a catalyst for the development of T.N.C. driver screening processes.

Reputational Rankings – Both T.N.C. drivers and customers rate each other at the conclusion of the ride. The reputational ranking of both the T.N.C. driver and customer is disclosed to both parties at the time a ride is arranged. T.N.C.s leverage the peer-to-peer reputational ranking system to ensure better customer service and good behavior. Moreover, some T.N.C.s have established policies to deny a T.N.C. driver access to their app if the driver's ranking falls below a certain threshold.

Payment – Transactions between T.N.C.s and customers is entirely cashless. T.N.C.s generally require customers to maintain a credit card on their account and customers are emailed a receipt at the conclusion of their journey.

Fares – Fares, similar to traditional taxicabs, are measured by time and distance travelled. T.N.C. off-peak fares tend to be cheaper than the regulated fares charged by taxis. Notwithstanding this, T.N.C.s leverage data to implement dynamic pricing whereby the price of the service varies depending on the supply of the service (i.e. number of T.N.C. drivers available in a geographical area) and the demand for the service (i.e. number of customers requesting rides). Specifically, T.N.C.s will discount fares during off-peak demand periods and will conversely raise rates, also referred to as "surge pricing"³, during peak demand periods.

³ Lyft refers to peak pricing as "Prime Time".

5.1.3 City of Oshawa and the Regulation of Private Transportation Services

Municipalities are authorized pursuant to the Municipal Act, 2001 to regulate taxicabs and other modes of private transportation services to achieve various public policy objectives. The City of Oshawa articulates its rationale for regulating taxicabs in Schedule 4 of Taxicab Licensing By-law 50-2003 ("Taxicab Licensing By-law") for the following three (3) reasons:

- **Health and Safety:** to enhance and encourage safe maintenance and operational practices for drivers and owners; ensure experienced and qualified drivers are providing services; supply passengers with drivers who have proven themselves to be trustworthy to care for their belongings and their person; and ensure accountability of industry participants for health and safety issues.

Examples of standards:

- Driver Screening and training
 - Providing a smoke free environment
 - Requiring vehicle mechanical safety checks
 - Requiring taxicab safety features such as emergency lights
 - Providing assistance to passengers with accessibility needs
- **Consumer Protection:** to enhance and encourage equal, fair and courteous treatment of passengers, drivers, owners and brokers; protect the property of passengers; ensure competence of owners and drivers in providing taxicab services; promote accountability; ensure consistency in the application of fares; and support proper and good business practices.

Examples of standards:

- Regulating fares and inspecting meters
 - Requiring taxicab drivers to maintain trip sheets
 - Requiring taxicab drivers to undertake training, including accessibility training and first aid certification
- **Nuisance Control:** to promote professional behaviour; fair dealing amongst participants in the industry; ensure courteous treatment; and limit or mitigate unsightliness, unnecessary noise, nuisance or disruption for passengers, Drivers, Owners, Brokers and the general public.

Examples of standards:

- Prohibiting advertising on and within taxicabs
- Establishing driver dress code
- Establishing driver conduct code
- Requiring a taxicab to be inspected daily to ensure that it is clean and free of debris

In addition to taxicabs, the City regulates D.D. services pursuant to Licensing By-law 120-2005. While there are a number of minor differences in the D.D. service model, the rationale for regulating D.D.s is similar to that of the Taxi industry.

5.1.4 City By-laws and T.N.C.s

The City's Taxicab Licensing By-law defines "Taxicab" as including "[...] any Motor Vehicle used for hire in the conveyance of Persons from place to place within the City to any point inside or outside that area [...]". The Taxicab definition excludes certain vehicles such as an ambulance, or a funeral hearse, or a motor vehicle operated by a licensed D.D. pursuant to Licensing By-law 120-2005. Vehicles driven by T.N.C. drivers are not excluded from the definition. The T.N.C. business model contemplates that drivers convey paying passengers in the drivers' vehicles. To this extent, at least, the T.N.C. business model does not comply with the City's Taxicab Licensing By-law. When providing their services, T.N.C. drivers, are considered to be operating a Taxicab, contrary to the Taxicab Licensing By-law by conveying passengers in a vehicle for a fee.

5.1.5 The Sharing Economy

The entrance of T.N.C.s in the City of Oshawa's broader private transportation services sector is directly related to the changing nature of work, and specifically, the introduction of the "sharing economy" defined as,

"a paradigm of peer-to-peer lending that enables the sharing, borrowing or bartering of underutilized assets in exchange for goods, services or money. Ultimately, it describes transactional relationships that shift the value from ownership to that of access, where assets of all kinds can be made available on a short-term basis. It is a fundamentally community-driven approach."⁴

Indeed, municipalities are at the forefront of where the impacts of the sharing economy are felt the most. In the context of private transportation services, T.N.C.s encourage vehicle owners to unlock the value of their underutilized vehicles by facilitating the provision of private transportation services; specifically, the T.N.C. connects vehicle owners who are offering rides with the traveling public. In some cases, T.N.C.s provide these services without regard to municipal and other standards that otherwise apply to such services. Despite providing consumers with alternative transportation options, T.N.C.s raise a number of significant public policy issues.

5.1.6 Issue Definition

The principal issue is that the City's highly regulated Taxi industry is facing competition from new entrants who operate in contravention of the City's Taxicab Licensing By-law, a by-law in need of modernization. It is also important to note that in addition to the principal issue, the entrance of T.N.C.s within the City of Oshawa's broader private transportation industry requires the City to address other issues including, but not limited to:

⁴ Van den Steenhoven, Joeri, Idil Burale, Venessa Toyé, and Claire Buré. Shifting Perspectives redesigning regulation for the sharing economy. Rep. MaRS Solutions Lab, Mar. 2016. Web. 21 Apr. 2017.

- Consumer protection: driver screening, insurance, mechanical safety of vehicles, fares, etc.
- Accessibility issues
- The need to modernize taxicab standards
- Private transportation options that are responsive to the public's changing needs
- Potential delegation of licensing authority to third parties
- The evolving role of licensing staff to include a monitoring and auditing capability for this type of business
- The recovery of costs for City services associated with the entrance of new private transportation services

It is important to note that the aforementioned issues are not unique to the City of Oshawa. Rather, these issues have been raised in many international jurisdictions where T.N.C.s operate.

5.1.7 The Sharing Economy: Regulatory Paradigm Shift and Future Opportunities

The rise of the sharing economy presents a number of issues; however, this new paradigm similarly presents new opportunities for municipalities. One such opportunity is a potential change in the City's traditional role of administering licensing processes to an auditing role whereby certain licensing administrative authorities are delegated to a third party and the City, through data-arrangements, is able to periodically audit the third party for compliance. Such a shift in roles could allow the City to realize greater efficiencies; provide industry participants with a more accessible licensing process; and support transportation options in the realm of private transportation services.

It is important to note that these new developments are not unique to T.N.C.s. Taxis and D.D.s have similarly informed the City of new technological innovations within their industries and have similarly expressed their desires for the modernization of regulations. New innovations in private transportation services and its associated challenges are timely. In the recent Council-approved staff report DS-17-68, the City identified an opportunity to develop partnerships with several post-secondary institutions and the Canadian Urban Institute to establish Oshawa as a Centre of Urban Innovation. The general intent of the initiative is to test solutions that respond to complex urban issues in a manner that positions the City as a recognized leader on urban issues. Accordingly staff will explore opportunities for collaborative research with parties of the Centre of Urban Innovation initiative on the issue of T.N.C.s and the future of regulated private transportation services in the City of Oshawa.

5.2 Provincial Developments and Municipal Responses to Regulating T.N.C.s

The regulatory response to T.N.C.s has been diverse across various jurisdictions and T.N.C. regulatory regimes have gradually been introduced to govern the operations of T.N.C.s and T.N.C. drivers. This section provides information on staff's environmental scan of various regulatory responses.

5.2.1 Developments at the Provincial Level

Given that the regulation of the taxi industry has historically been the domain of municipalities, there has been a limited response at the provincial level to addressing the T.N.C. issue. Developments at the provincial level includes, as outlined below, a Private Member's Bill, introduced by former Member of Provincial Parliament Tim Hudak, and amendments to the Insurance Act, 1990 to permit insurance companies to offer insurance products that cover T.N.C. activities.

- **Bill 131, Opportunity in the Sharing Economy Act, 2015** - On October 27, 2015 the Province of Ontario considered a Private Member's Bill, Bill 131, Opportunity in the Sharing Economy Act, 2015 ("Bill 131") which sought to introduce regulations for the broader sharing economy including standards for ride-sharing, home-sharing (ex. Airbnb), and the sharing of residential parking spaces. Bill 131 was referred to the Standing Committee on Finance and Economic Affairs on October 29, 2015. If approved, Bill 131 would legalize T.N.C.s and would require T.N.C.s to either obtain a licence from a municipality or, if no municipal licensing regime exists, from the Ontario Highway Transportation Board. Bill 131 would limit certain licensing powers. For example, municipalities could not establish rates for fares or limit the number of licensed T.N.C.s or T.N.C. drivers.
- **Changes to Insurance Coverage** – In July 2016, the Province of Ontario, through the Financial Services Commission of Ontario (F.S.C.O.), approved changes to the Insurance Act, 1990 allowing insurers to offer blanket fleet coverage ("fleet coverage") for private passenger automobiles used in the transportation of paying passengers. The F.S.C.O. has approved fleet auto insurance coverage for the following T.N.C.s⁵:
 - Uber – policy provided by Intact Insurance (effective July 7, 2016)
 - RideCo – policy provided by Northbridge Insurance (effective December 1, 2016)

In general terms, insurance coverage is provided to the driver, passenger(s) and vehicle from the moment the T.N.C. app is turned on to the moment the passenger(s) exit the vehicle.⁶ When the T.N.C. app is turned off, the T.N.C. driver's personal automobile insurance policy applies.

In addition to fleet coverage, the insurance provider Aviva offers a ride-sharing insurance policy to prospective T.N.C. drivers. Coverage operates in the same way as fleet coverage in that coverage is provided to the driver, passenger(s) and

⁵ Ontario, Financial Services Commission of. "Ridesharing and auto insurance in Ontario." Financial Services Commission of Ontario / Commission des services financiers de l'Ontario. Financial Services Commission of Ontario, Corporate Policy and Public Affairs Branch, 2 Dec. 2016. Web. 24 Apr. 2017.

⁶ Ibid.

vehicle from the moment the T.N.C. app is turned on to the moment the passenger(s) exit the vehicle.⁷ The requirements for Aviva's policy are as follows:

- Designed for part-time drivers who ride-share up to a maximum of 20 hours per week
- Contracted with a transportation network company
- Six (6) years minimum licensed (G2 and up) in Canada or US
- Vehicle carries a maximum of eight (8) people
- No commercial use, such as delivery of goods, including food or courier services
- Not registered as a taxi or limousine

Prior to changes to the Insurance Act, 1990 and Aviva's ridesharing insurance product, T.N.C. drivers were primarily relying on their own standard automobile insurance policies to respond to potential claims resulting from their T.N.C. activities. This presented risks to public safety and consumer protection in that standard automobile insurance policies do not provide coverage for claims resulting from the use of a vehicle to convey paying passengers.

5.2.2 Municipal Response

The regulation of T.N.C.s has predominantly been addressed at the local level. Numerous municipalities in Ontario, and across Canada, have approved regulatory regimes which have established operating standards for T.N.C.s and T.N.C. drivers. Staff undertook a preliminary survey of municipal T.N.C. regulatory regimes detailed in **Attachment 1**.

The common elements of municipal regulatory regimes are as follows:

- **Driver Screening** – Municipalities establish minimum standards for driver screening with respect to criminal convictions and level of driving offences for the purposes of registering drivers on the T.N.C.'s platform or issuing a T.N.C. driver's licence on behalf of a municipality. T.N.C.s are permitted to screen drivers using third-party background check providers who attain Criminal Reference Checks and Driver Abstracts on behalf of the T.N.C. and T.N.C. driver applicant.
- **Vehicle Standards** – Municipalities establish minimum standards for vehicles respecting the age of the vehicle; display of a T.N.C. decal/signage; and annual vehicle inspections.
- **Licensing fee structure** – It is common for municipalities to establish a licensing fee structure which includes a combination of:
 - Flat annual T.N.C. licensing fee;
 - Per driver fee; and/or
 - Per trip fee

⁷ Aviva. "Ride-sharing Insurance." *Aviva Canada*. N.p., 01 Feb. 2016. Web. 24 Apr. 2017.

- **Insurance requirements** – Municipalities have established insurance requirements for T.N.C.s and T.N.C. drivers to ensure that appropriate levels of insurance coverage is provided to both the T.N.C. driver and customer when the service is provided.
- **Auditing** - To ensure compliance with municipal by-laws, municipalities often require T.N.C.s to submit data on a regular and/or as-needed basis for staff to audit. Municipal data requests typically include all T.N.C. driver and vehicle screening documents, trip history, etc.
- **Security Technology (ex. in-car cameras)** – T.N.C. drivers are not required to install security technologies such as in-car cameras and/or emergency lighting systems as T.N.C. drivers do not pick-up street hails and both the T.N.C. driver and customer are provided with each other's information (ex. name, phone number, licence plate number, etc.).
- **Limit on number of T.N.C. drivers/vehicles operating within municipal boundaries** – All surveyed municipalities did not limit the number of T.N.C. drivers/vehicles that could operate within their respective municipal boundaries.

Staff contacted the Durham lakeshore municipalities of Pickering, Ajax, Whitby and Clarington as part of the municipal survey. The majority of Durham lakeshore municipalities reported they are in the initial stages of examining the issue of T.N.C.s. The Town of Ajax is the only municipality to complete a T.N.C. public consultation process. The City will continue to engage its municipal counterparts, specifically those in the Region of Durham, for updates on their efforts to address the T.N.C. issue.

5.3 City's Current Approach to Addressing T.N.C.s in Oshawa

T.N.C. activities within the City of Oshawa are considered to be in contravention of the City's Taxicab Licensing By-law. In response, the City's Municipal Law Enforcement (M.L.E.) Services has initiated targeted special enforcement projects to enforce the Taxicab Licensing By-law. The enforcement project has proceeded in stages commencing with an education phase where Officers inform violators of relevant City standards to an enforcement phase where tickets are issued for contraventions.

Many municipalities have established T.N.C. regulatory regimes which generally included harmonized standards (where applicable) for both their local taxi industries and T.N.C.s. Initial consultation with municipal counterparts has identified that the regulatory approach has been positive in that it has addressed many public policy objectives. The aforementioned policy response which seeks to "even the regulatory playing field" is worthy of further consideration.

5.4 Proposed Public and Industry Stakeholder Consultation Process

The operations of T.N.C.s in the City of Oshawa impact a myriad of different stakeholders who hold diverse perspectives on T.N.C.s. At present time, staff have gathered initial input from members of the Taxi industry and, to a lesser extent, members of the D.D. industry.

This input was collected from submitted correspondence and delegations at various Corporate Services Committee meetings. Key points are summarized below:

Summary of Initial Input from Taxi and D.D. Industries

- The Taxicab Licensing By-law should be enforced
- The Taxi industry is dissatisfied in that Taxis are operating in accordance with City regulations and T.N.C. drivers are not
- Ensuring the safety of drivers and their passengers is essential
- Some delegates expressed a general desire to harmonize regulations⁸ i.e. provide a “level playing field” between T.N.C.s, Taxis, and D.D.s in an equitable manner noting they are not “afraid” of competition from T.N.C.s
- Some delegates expressed a desire to prohibit T.N.C.s from operating in the City of Oshawa
- Some members of the Taxi industry have requested changes to existing regulations to accommodate the introduction of new taxi technologies
- Some former T.N.C. drivers are interested in becoming full-time licensed taxi drivers but the “start-up” costs of taxicab driver regulation are too great
- The Taxi industry has apps capable of servicing the City in the same way T.N.C.s do
- T.N.C.s and T.N.C. drivers should pay taxes and/or licensing fees

Despite collecting initial input from the Taxi and D.D. industries, staff have identified a need to initiate a public and industry stakeholder consultation process to reaffirm the Taxi and D.D. industries’ views and to engage other stakeholders, namely the public and T.N.C.s. Accordingly, staff are proposing the following consultation process detailed in **Table 2**. The proposed public and industry stakeholder consultation process is comprised of an online survey, and facilitated and public meetings.

Table 2 Proposed Public and Industry Stakeholder Consultation Process

| Stakeholder | Type of Consultation | Proposed Number of Meetings | Timeline |
|---|-----------------------------|------------------------------------|--------------------|
| All (ex. Public, Taxis, D.D.s, T.N.C. drivers) | Online | Not applicable | June – August 2017 |
| Public | Public Meeting | 2 | June – July 2017 |
| Taxi Industry | Facilitated Meeting | 2 | June – July 2017 |
| T.N.C.s | Meeting | 2 | June – July 2017 |
| D.D. Industry | Facilitated Meeting | 1 | June – July 2017 |

Note:

- The public meeting format will include a short presentation, a question and answer period followed by opportunities to interact with City staff.

⁸ Includes standards related to: Driver Screening, Vehicle Safety, Insurance etc.

- Where more than one meeting is contemplated per stakeholder group, staff are proposing that meetings be held both during the day-time and evening hours.
- It is proposed that the facilitated meeting for the D.D. industry be initiated during the early afternoon between Monday and Wednesday when calls-for-service are typically lower.

The proposed public and industry consultation process will be extensive. Each consultation session will be tailored to the stakeholder group with the aim of accurately identifying:

- the current state of Oshawa's private transportation industry;
- each stakeholders' unique concerns, needs and priorities; and
- opportunities to modernize existing regulations while addressing the City's public policy objectives.

5.5 Conclusion: Next Steps

The entrance of T.N.C.s has introduced a plethora of new issues, which impact a broad range of stakeholders and require municipalities to address - the most salient being the need to ensure consumer protection and health and safety. Accordingly, it is recommended that staff be authorized to initiate a public and industry stakeholder consultation process and report back to the Corporate Services Committee's September 11, 2017 meeting with potential policy/regulatory options.

6.0 Financial Implications

The recommendation to initiate a public and industry stakeholder consultation process presents an approximate cost of \$1,500 associated with providing public notice in the form of newspaper advertising.

7.0 Relationship to the Oshawa Strategic Plan

The recommendations in this report respond to the Oshawa Strategic Plan Goal of 4.2: Accountable Leadership: Deliberate Community Engagement, and Develop and Leverage Relationships.



Jerry Conlin, Director,
Municipal Law Enforcement and Licensing Services



Beverly Hendry, Commissioner,
Corporate Services Department

Attachment

T.N.C. Regulatory Regimes and Municipal Survey (April 2017)

Note: Table is for reference purposes only. Information was attained from a combination of phone interviews and a review of municipal by-laws and reports.

| Legend | |
|---|-----|
|  | Yes |
|  | No |

| | Barrie ¹ | Hamilton | Mississauga ² | Niagara Region ³ | Oakville | Ottawa | Toronto | Waterloo Region |
|-------------------------------------|---|---|---|---|---|---|---|---|
| T.N.C. Licensed |  |  |  |  |  |  |  |  |
| T.N.C. Drivers Licensed |  |  |  |  |  |  |  |  |
| Who Licenses/Screens T.N.C. Drivers | T.N.C. | T.N.C. | T.N.C. | Niagara Region ⁴ | T.N.C. | T.N.C. | T.N.C. | T.N.C. |
| Limit on Number of T.N.C. Drivers |  |  |  |  |  |  |  |  |
| Driver Screening Standards | | | | | | | | |
| Valid Driver's Licence |  |  |  |  |  |  |  |  |
| Criminal Information Report |  |  |  |  |  |  |  |  |

¹ Standards relate to Barrie's two-year T.N.C. Pilot Project

² Standards relate to Mississauga's 18 month T.N.C. Pilot Project

³ T.N.C. regulatory regime administered by Niagara Regional Police Services (N.R.P.S.)

⁴ T.N.C. collects documents on behalf of T.N.C. drivers and remits to N.R.P.S. for screening.

| | Barrie ⁵ | Hamilton | Mississauga ⁶ | Niagara Region ⁷ | Oakville | Ottawa | Toronto | Waterloo Region |
|--------------------------------------|---------------------|----------|--------------------------|-----------------------------|----------|----------|----------------|-----------------|
| Drivers Abstract | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Medical Clearance Letter/Certificate | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| Licensing Fees | | | | | | | | |
| T.N.C. Licence Fee | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ ⁸ | ✓ |
| Per T.N.C. Driver Fee | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✓ | ✓ |
| Per Trip Fee | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✗ |
| Vehicle Standards | | | | | | | | |
| Annual Inspection | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Mechanical Safety Certificate | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Vehicle Age Limit | ✗ | 10 Years | 7 Years | 10 Years | 7 Years | 10 Years | 7 Years | ✗ |
| Vehicle Door Requirement | ✗ | ✗ | 4 Doors | ✗ | 4 Doors | ✗ | 4 Doors | ✗ |
| Security Cameras | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| T.N.C. Signage/Decal | ✗ | ✓ | ✓ | ✓ | ✓ | ✗ | ✓ | ✓ |
| Valid Insurance | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

⁵ Standards relate to Barrie's two-year T.N.C. Pilot Project

⁶ Standards relate to Mississauga's 18 month T.N.C. Pilot Project

⁷ T.N.C. regulatory regime administered by Niagara Regional Police Services (N.R.P.S.)

⁸ One-time application fee

| | Barrie ⁹ | Hamilton | Mississauga ¹⁰ | Niagara Region ¹¹ | Oakville | Ottawa | Toronto | Waterloo Region |
|---|---------------------|----------|---------------------------|------------------------------|----------|--------|---------|-----------------|
| Operating Standards | | | | | | | | |
| Street Hails Permitted | | | | | | | | |
| Dynamic (i.e. "Surge") Pricing Permitted | | | | | | | | |
| T.N.C. Provides T.N.C. Driver Training | | | | | | | | |
| Data/Record Keeping Requirements | | | | | | | | |
| Municipality Maintains Data/Records: <ul style="list-style-type: none"> • Driver screening • Vehicle screening • Trip information | | | | | | | | |
| T.N.C. Remits Data/Records to Municipality | | | | | | | | |
| Compliance Requirements | | | | | | | | |
| Municipality Audits Data | | | | | | | | |
| T.N.C. Creates Passenger and Driver Account for Municipality for Law Enforcement Purposes | | | | | | | | |

⁹ Standards relate to Barrie's two-year T.N.C. Pilot Project

¹⁰ Standards relate to Mississauga's 18 month T.N.C. Pilot Project

¹¹ T.N.C. regulatory regime administered by Niagara Regional Police Services (N.R.P.S.)