

PUBLIC PARTICIPATION MEETING COMMENTS

15. Taxicab/Limousine Licensing By-law

- Chris Schafer, UBER Public Policy Manager - UBER Canada – indicating that UBER is a global company, helping citizens on a daily basis and wants to be a regulated ridesharing company in London; noting that UBER's public safety is paramount, its drivers are registered with the local police, have DUI checks, speeding checks, etc., with insurance policies and liability insurance; further indicating that ridesharing removes the need for cash, the drivers do not carry cash; also indicating that the customer gets the name of the driver, license and photo of the driver; noting that feedback to UBER is in real time and responses back are real time; noting that ridesharing reduces DUI's, is a safer and reliable ride, vehicles have 26 point annual inspections, estimated time of arrivals is within 5 minutes, helps citizens make smarter choices and street hailing is not permitted; further expressing that UBER supports rates for those with fixed incomes, elderly etc., and they test supply and demand; indicating that ridesharing is another alternative; confirming that UBER is looking at London and that they have ridesharing regulations; and asking that London look at alternative ways for ridesharing, and stating he felt taxi rates needed to be more affordable for students and seniors.
- Roger Caranci, Caranci Consulting, on behalf of the London Taxi Association – expressing that he is in full support of the new rate structure and in favor of the rate increase; noting that it is a good solution to a problem that comes up time and time again; indicating that the taxi rules are here to protect and have been in place for years for the benefit of the public, and UBER should be governed by the same rules; further expressing that UBER could start business tomorrow as long as they follow the rules; indicating that it is cheaper if you don't have to follow the rules, cheaper if you don't have to do what is regulated; also expressing that they are in favour of the regulations, it is protection for the drivers and passengers; noting that the taxi industry has evolved over the years to provide better service, and then UBER says they will evolve to be a better taxi; stating that the London taxi industry already has apps, with four taxi companies already doing what UBER does; stating that UBER is a taxi service in another form; and suggesting that allowing UBER to operate without regard to the City's regulations would be like allowing a restaurant to operate without having to meet standards.
- Jason Kukurudziak and Nando Favaro, Taxi Technology Experts – indicating that they support the rate increase as written; expressing that they have over 30 years computer experience and did digital dispatch design and are involved in software design, noting that they are still involved in the taxi industry; expressing that the taxi industry loves technology, as soon as two-way radios, on-board computers and digital dispatch was available all the taxi drivers used them; and that noting there are already apps available in London; further indicating that they can quickly compare taxis to UBER, it all comes down to dispatching; it's all the same whether it is a taxi or UBER; concluding that the by-law requires a taxi company to be computerized and receive cash, credit and debit; stating that UBER is trying to ease their way into operating like a taxi without following the by-law.
- Nesrin Ayoub, Creggan Insurance Brokers Inc., 3040 Universal Drive – indicating that she has no comment on the rate increase; providing the attached presentation on emerging technologies and the Ontario Automobile Insurance Policy, including existing rules and regulations; and concluding that every driver must be regulated.
- Hasan Savehilaghi, Co-founder/General Manager, Yellow London Taxi Inc. – indicating that he does not support a rate increase at this time; expressing that he has been in the taxi business for 18 years and compared to the taxi business in years past there are now more technology and security systems in place and that London has a world-class taxi service; noting that UBER will cost London big time on energy and lessons; further noting that millions of dollars have been put into taxis and the City of London receives over \$1million from the taxi industry; further expressing that with UBER coming out of nowhere and asking to be exempt from the rules is absolutely ludicrous, as any industry such as restaurants or homebuilders wouldn't be exempted from safety regulations just so they could offer cheaper service; stating that he would never allow his loved one to get into one of UBER's cars because he wouldn't know the driver; and indicating that due to the current economic atmosphere of London it is not wise at this time to proceed with a taxi fare increase.
- S. James, London Tourist – expressing that you can't argue with the UBER company's success, and this company wants to come to Canada; indicating that we should look to the future, the consumer of this will be paying the bills; concluding that he requests exclusive rights to UBER for his company Golddust Investments..

- Erika Dubien, General Manager, U-Need-A-Cab Limited – providing comments as outlined in the attached communication; indicating that she is not in favor of the fare increase, noting that the taxi drivers should ask for the increase.
- A. Tautau – noting that taxi drivers are more experience and citing a recent situation where that experience was important; explaining that taxi drivers are told to take care of students as if they were your little brother or sister; expressing that customer safety is the point, cameras protect the customer and the driver; noting that students need cabs to take them home from downtown; further expressing that taxi drivers do a great job; concluding that the economy is not good right now and gas prices are down, so the drivers are happy with the rates they have now.
- Huruy Woldmichael, 434 Exmouth Circle – indicating that when you have a taxi driver working, it is direct pay back for the City of London whereas UBER would only be 20% pay back; asking how the City would prevent the possibility of independents operating under UBER; noting that it is difficult for him to get customers using an app; expressing that the Customer Price Index should be more local to London; concluding that a fare increase is not necessary and the majority of passengers are students.
- Ken Berdan, 729 Riverside Drive – indicating that he has been in the taxi business for 35 years and is here to represent this group of seasoned people, who are in danger of losing their jobs to an international with unlimited resources; noting that the City of London has built a very good by-law even if we don't always agree with it; expressing that he can't address the fare increase or housekeeping amendments; concluding that if UBER comes to London those by-laws are going to be irrelevant.
- Kasay Bahta – indicating that he has driven a cab since 1996; noting that the population cannot support more taxi services; expressing that many poor people don't have a car, smart phones and may not be able to access the Internet; further expressing that they have expenses but that he feels the fare increase is not necessary at this time.
- Taxi Driver, 1880 Bloom Crescent – expressing that he has been a taxi driver for 14+ years; noting that London is not a big City; indicating that he has a wife, kids and a mortgage and is not happy that someone wants to come and take their jobs; concluding that he does not want the fare increase and indicating that much of their work is driving drunk people.
- Sean Hart – indicating that each taxi has to carry a certificate of insurance and that insurance brokers have to notify the City of a change in insurance; noting that in the event of a problem contingency insurance is in place but UBER could operate with a contingent policy that has expired.
- James Donnelly, Blue and White Taxis and Cox Cabs, St. Thomas– providing comments as outlined in the attached communication.
- Ben Howell, 62 Forward Avenue – expressing that he has mixed feelings with having UBER and fare increase before the Committee at the same time; noting that the taxi by-law was established with the public and taxi drivers input; further indicating that he believes Mr. Katolyk can consult with the drivers to come up with a rate solution.
- J. Mirzhaknhi – indicating that there are hundreds taxis in London, and two drivers for each cab, plus the people in the offices, but there is only so much business in the City; expressing that if UBER comes to the City there will not be enough business for us; requesting that the City not let someone come here who has been banned in Europe.
- S. Sahil – indicating that he is a Blue and White cab driver; asking what plan does the City have when you replace the cab company drivers; noting that if UBER comes to the City the money won't stay in London; concluding that safety has to be considered and that it is not the right time to increase the fares.
- C. Baker – indicating that if the Committee is concerned with the safety of London it shouldn't let UBER come; further expressing that over 1,000 families will be out of work, including hers; noting that there is already a senior's discount; stating lastly that we don't need to increase the fare right now, it can be addressed in the future.