

# BLUE & WHITE TAXIS

Operated by 2339468 Ontario Inc.

15

## 519-432-TAXI(8294)

### or 519-432-2222

Professional Service  
Polite Drivers  
Clean Cars

City Wide Service  
Out of Town, Airport  
Western & Fanshawe



Bathurst Street, P.O. Box 398  
London, Ontario, N6A 4W1



30 March 2016

Chair and Members,  
Community and Protective Services Committee  
City of London

Dear Chair and Committee Members,

We support the recommended minor changes to the bylaw as put forth by City Staff. We would also like to thank the City Staff for their work in researching these issues for the improvement of the London Taxicab Industry to the benefit of not only the industry members and the City, but all of the citizens and visitors of our city who depend on taxicabs as part of the London public transportation network. Taxicabs provide a reliable, sustainable and predictably priced public transportation option 24 hours a day for those requiring a more personalized or on-demand service than a city bus can provide.

We have two additional suggestions to adjust the bylaw we would like to present today. We propose:

1. **Simplification of Driver's Permit process** – the industry is suffering a critical shortage of drivers at this time. The primary cause of this shortage is insurance industry rules requiring 3 years taxi driving experience which closed off the recruitment of new drivers over the past 3 years. This coupled with the challenges facing the industry from illegal services has dried up the pool of drivers. Those now wishing to enter the industry find it simpler and easier to work with an illegal service than obtain a proper Driver's Permit from the City. A simplified driver permit process will reduce enforcement costs by encouraging those wishing to enter the vehicle-for-hire industry to do so legally through the City.
  - (a) Make licence application available at all business hours at the counter on the 7<sup>th</sup> floor to facilitate expedience
  - (b) Remove testing requirements. Brokers would be responsible for ensuring adequate geographic knowledge as part of customer service. Also the utilization of GPS in taxis in the city (as required in the bylaw Schedule A Section 2.1 g) removes the needs for driver specific knowledge.
  - (c) In place of the previous by-law multiple choice test, have the applicant sign an affidavit that they have read and understand the City of London Taxicab and Limousine Licensing Bylaw and that they acknowledge they will be subject to enforcement under the bylaw. Specific knowledge under the bylaw is not required anymore than knowledge of any other bylaw enforced by the City. Ignorance is not an excuse under the law and therefore this bylaw should not require any greater education or knowledge than any other bylaw. There is no test of the building code to obtain a building permit or tests for other business permits in the City.
  - (d) Continue to require both the Vulnerable Persons Screening and MTO Driver abstract to ensure candidates are suitable to the bylaw.
  - (e) Include a statement in the affidavit that the individual understands that if at anytime they are no longer able to meet the conditions of the Vulnerable Persons Screening the Driver's Permit will be revoked. That the Chief of Municipal Law Enforcement may at any time require an additional Vulnerable Persons Screen and the applicant will be required to provide such additional Screen within 30 business days of request or have their Driver's Permit suspended until such Screen is provided.
  - (f) Remove the requirement for a medical certificate as with the current family doctor shortages in London and other parts of Ontario this is a rather onerous requirement. Medical exams are not permitted by most employment circumstances under human rights regulations. If a person has a medical condition which causes them to be unable to properly and safely operate a vehicle there are already safeguards in place at the provincial level where doctors are required to report to the MTO, which in turn will suspend the Ontario driver's permit. So long as they have an Ontario MTO driver's permit the driver is capable of operating a vehicle safely.

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2. **Adjustment of vehicle age requirements** to recognize current economic situations of most taxicab operators. This suggestion is made after our company has already purchased two 2015 cars for our company owned fleet to complete this years required replacements and is therefore made for the benefit all operators.

Allow vehicles to be licensed that will not reach 10 years old during the licensing year. By way of example if an operator wanted to replace his taxicab annually he would be permitted to license for the first time a 2008 car for the 2016 Licence Year. The vehicle would be removed from service in October 2017 preventing it from becoming 10 years old. Vehicles placed in service that are greater than 5 years old at the time of licensing would only be permitted to complete 2 license renewals, meaning a vehicle would never serve 36 months as a taxicab. All vehicles should be restricted to a maximum vehicle mileage of 160,000 km when being licenced for the first time, regardless of the vehicle model year.

The issues with taxicab conditions and maintenance is not the age or condition of the car going on the road. The main issue is that taxicab service is what is labeled by the automotive industry as severe service. The difference after 36 months in a vehicle that is brand new at the time of licensing or 5 years old with 160,000 km on it is negligible. The City will have a much more presentable fleet with vehicles that have not been in service as taxicabs for as many years, than seeking vehicles with a younger chronological age, but far higher mileage and years in service. The average mileage of taxicabs in service will also be lower by fostering more frequent replacements. The exceptions to this (as currently recognized in the bylaw) are wheelchair accessible taxis, which under Provincial regulations have to undergo 2 Ministry of Transportation mechanical safety inspections annually as PDP (Physically Disabled Passenger) vehicles (yellow and orange stickers the same as school buses), and Hybrid vehicles. Hybrid vehicles should be granted an additional 2 license renewals, within the 10 year restriction. Accessible Taxis should be permitted to operate so long as they can pass the provincial standards as they are regulated by the Province of Ontario to similar standards as school buses, within the 10 year restriction.

We have attached a chart illustrating the issue with years in service and mileage under the current regulations and our proposed changes.

We again thank you for the opportunity to present to you here today.

Sincerely,

James R. Donnelly  
President

**A vehicle licenced for the first time during the 2016 Licence Year**

**CURRENT Vehicle Age Regulations  
for vehicle first licenced prior to the passing of this bylaw**

**Regular Sedan Taxi**

Oldest year	Start Mileage	Eligible Years	Retirement Date	Est. End Mileage
2013	90,000	4	Oct 31, 2020	430,000
2014	60,000	5	Oct 31, 2021	485,000
2015	30,000	6	Oct 31, 2022	540,000
2016	0	7	Oct 31, 2023	<b>595,000</b>

Presumes 85,000 km per year

**Hybrid Sedan Taxi**

Oldest year	Start Mileage	Eligible Years	Retirement Date	Est. End Mileage
2013	90,000	5	Oct 31, 2020	515,000
2014	60,000	6	Oct 31, 2021	570,000
2015	30,000	7	Oct 31, 2022	625,000
2016	0	8	Oct 31, 2023	<b>680,000</b>

Presumes 85,000 km per year

**Wheelchair Accessible Taxi**

Oldest year	Start Mileage	Eligible Years	Retirement Date	Est. End Mileage
2013	90,000	5	Oct 31, 2020	390,000
2014	60,000	6	Oct 31, 2021	420,000
2015	30,000	7	Oct 31, 2022	450,000
2016	0	8	Oct 31, 2023	<b>480,000</b>

Presumes 60,000 km per year

**PROPOSED Vehicle Age Regulations**  
for vehicle first licenced after the passing of this bylaw

**Regular Sedan Taxi**

Oldest year	Start Mileage	Eligible Years	Retirement Date	Est. End Mileage
2008	160,000	1	Oct 31, 2017	245,000
2009	160,000	2	Oct 31, 2018	330,000
2010	160,000	2	Oct 31, 2018	330,000
2011	150,000	2	Oct 31, 2018	320,000
2012	120,000	3	Oct 31, 2019	<b>375,000</b>
2013	90,000	3	Oct 31, 2019	345,000
2014	60,000	3	Oct 31, 2019	315,000
2015	30,000	3	Oct 31, 2019	285,000
2016	0	3	Oct 31, 2019	255,000

Presumes 85,000 km per year

**Hybrid Sedan Taxi**

Oldest year	Start Mileage	Eligible Years	Retirement Date	Est. End Mileage
2008	160,000	1	Oct 31, 2017	245,000
2009	160,000	2	Oct 31, 2018	330,000
2010	160,000	3	Oct 31, 2018	415,000
2011	150,000	4	Oct 31, 2018	<b>490,000</b>
2012	120,000	4	Oct 31, 2019	460,000
2013	90,000	4	Oct 31, 2019	430,000
2014	60,000	4	Oct 31, 2019	400,000
2015	30,000	4	Oct 31, 2019	370,000
2016	0	4	Oct 31, 2019	340,000

Presumes 85,000 km per year

**Wheelchair Accessible Taxi**

**MTO Safety required twice a year under Provincial regulations**

Oldest year	Start Mileage	Eligible Years	Retirement Date	Est. End Mileage
2008	160,000	1	Oct 31, 2017	220,000
2009	160,000	2	Oct 31, 2018	280,000
2010	160,000	3	Oct 31, 2018	340,000
2011	150,000	4	Oct 31, 2018	390,000
2012	120,000	5	Oct 31, 2019	420,000
2013	90,000	6	Oct 31, 2019	450,000
2014	60,000	7	Oct 31, 2019	480,000
2015	30,000	8	Oct 31, 2019	510,000
2016	0	9	Oct 31, 2019	<b>540,000</b>

Presumes 60,000 km per year



## CITY OF LONDON TAXICAB / LIMOUSINE DRIVER INFORMATION

In accordance with City of London Taxicab and Limousine By-law L-129-51, a by-law to provide for the licensing and governing of taxicabs, namely cab, accessible cab, limousine and group transportation, vehicle drivers, owners and brokers.

A City of London Taxicab and Limousine Driver Licence application form is available at the Licensing Officer or online. If you are older than 18 years of age you can complete the application form and submit it along with your Ministry of Transportation Ontario Driver's Licence.

### ENGLISH PRE-REQUISITE

Applicants are required to complete an English Assessment Exam administered by Licensing Office. A minimum grade of 75% must be attained, or a minimum grade of 85% for subsequent attempts made at least two months after the previous attempt. All exams are held bi-weekly at City Hall. The fee to write the English Exam is \$30.00 plus applicable taxes and must be paid prior to the exam.

### TAXICAB DRIVER TRAINING COURSE

Applicants shall file with the Licensing Office, proof of completion of a training course approved by the Licensing Office. Approved training courses available through Aboutown Transportation (519 663-2222) or Voyageur Transportation (519 455-4579). Please call these companies for details on the next available training session.

### TAXICAB DRIVER EXAM

Applicants will complete a written examination administered by the Licensing Office with a minimum grade of 75% for a first attempt or a minimum grade of 85% for a subsequent attempt made at least one month after a previous attempt. Please enquire at the Licensing Office for a schedule of exam dates.

Final examinations are held bi-weekly at City Hall. The fee to write the Final Exam is \$40.00 plus applicable taxes and must be paid prior to the exam.

Every new driver application will supply proof of:

- Canadian citizenship, landed immigrant status or a work permit issued by the Government of Canada
- A **NEW** passport sized color photograph
- A Police Records Check/Vulnerable Position Screening from London Police dated no later than 60 days prior to the application (note: criminal convictions within the last five years may result in a licence not being issued)
- A Ministry of Transportation Driver's Abstract dated no later than 60 days prior to the application.
- **Certificate from a medical practitioner**

**NOTE:** The Driver Licence Application and supporting documents will be evaluated and based on the above information either approved or rejected. Please note, failure to submit all required documentation within 6 months from date of filing application will result in the expiration of the licence application.

### CHALLENGE EXAM

Applicants who are not presently licensed, but who have been licensed as a City of London Taxicab or Limousine Driver within the past three years, and have proof they have been a driver, are eligible to write the "Challenge Exam". If a driver has missed two renewals, a challenge exam may be scheduled. **If three renewals are missed, a new application is required.** Arrangements must be made with the Licensing Office to write this exam. A Fee of \$40.00 plus applicable taxes must be paid prior to the exam.

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**CONTACT THE LICENSING OFFICE :**  
(ADDRESS) 300 Dufferin Ave, 7<sup>th</sup> floor, London, ON  
(EMAIL) DCS@London.ca  
(T) 519-930-3515



# Cab or Limousine Driver Licence Application

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Reset form.

Application date

<b>Full name of applicant</b>			
First name	Last name		
Street Address		Telephone number	
City/Town	Province ON	Postal Code	Date of birth (YYYY MM DD)   Age
Province of Ontario Driver's Licence number			Class of licence
Do you have any outstanding provincial offenses fines? <input type="checkbox"/> Yes <input type="checkbox"/> No		Do you have any outstanding by-law offence fines? <input type="checkbox"/> Yes <input type="checkbox"/> No	

### Complete only one section:

**Note:** This application will not be accepted until all documentation is submitted. This application and supporting documentation will be evaluated before a decision is made. Failure to submit all required documentation within 6 months from the date of filing the application will result in the expiration of the licence application.

#### NEW Cab or Limousine Driver

- Application complete
- 18 years of age
- Class G driver's licence
- English assessment exam
- Passport sized colour photograph

Proof of:  Canadian Citizenship  
 Landed Immigrant Status  
 Work permit issued by the Government of Canada

- A Police Records Check and Vulnerable Position Screening from police dated no later than 60 days prior to this application
- a Ministry of Transportation driver's abstract dated no later than 60 days prior to this application
- Certificate from qualified medical practitioner

Pay fees

#### RENEWAL Cab or Limousine Driver

- Application complete
- A Police Records Check and Vulnerable Position Screening from police dated no later than 60 days prior to this application
- A Ministry of Transportation driver's abstract dated no later than 60 days prior to this application
- Outstanding fines paid

Are you currently driving?  Yes  No

If yes, do you currently drive a:

- Cab  Group transportation
- Executive limousine  Classic specialty
- Stretch limousine
- Accessible cab  Not currently driving

If applicable, what company are you affiliated with?

I, \_\_\_\_\_ (Please print name.) solemnly declare that the statements contained in this application are true and I make this solemn declaration conscientiously believing it to be true and knowing that it is of the same force and effect as if made under oath.

The undersigned agrees that the issuance of a licence will be subject to comments from such municipal or provincial departments or agencies as the Licence Manager deems necessary, and that the issuance of a licence is not intended and shall not be construed as permission or consent by the Corporation for the holder of the licence to contravene or fail to observe or comply with any law of Canada or Ontario or any by-law of the Corporation.

Applicant's signature \_\_\_\_\_

(If a limited company, affix corporate seal over signature.)

Declared before me at the City of London this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

Commissioner for Taking Affidavits \_\_\_\_\_

#### Notice of Collection

Personal information collected on this form is collected under the authority of the *Municipal Act, 2001 S.O. 2001, c. 25*, and will be used in accordance with the *Taxicab & Limousine Licensing By-law L-129-51*. Questions about this collection should be addressed to the Licence Manager at 300 Dufferin Avenue, Room 706, London ON N6A 4L9, 519 930-3515.

### This section for Development & Compliance Division use only.

<b>Decision</b>			
<input type="checkbox"/> Refused	<input type="checkbox"/> Licence fee paid	<input type="checkbox"/> Granted	Expiry Date: _____
Comments:			
Cab/Limousine Driver Licence Number	Signature of Licence Manager	Date (YYYY MM DD)	

## SCHEDULE "A" – CAB AND ACCESSIBLE DRIVER

### LICENCE APPLICATIONS, DUTIES, PROHIBITIONS

#### 1.0 LICENCE APPLICATIONS AND RENEWALS

1.1 Every Applicant for a Cab Driver Licence or an Accessible Cab Driver Licence or a renewal thereof shall:

- (a) attend at the office of the Licence Manager in person and complete a written application form for such Licence and have their photograph taken;
- (b) file with the Licence Manager documentation showing proof of Canadian Citizenship, Landed Immigrant Status, or a Work Permit to work as a driver issued by the Government of Canada;
- (c) submit to the Licence Manager a valid Class G driver's licence issued by the Province of Ontario which is in good standing according to the records of the Ministry of Transportation;
- (d) submit to the Licence Manager proof that they are at least 18 years of age;
- (e) have completed an English assessment exam administered by the Licence Manager with a minimum grade of 75% or a minimum grade of 85% for a subsequent attempt made at least two months after a previous attempt;
- (f) have completed a vehicle for hire training exam administered by the Licence Manager with passing grade of 75% or a minimum grade of 85% for a subsequent attempt made at least two months after a previous attempt;
- (g) submit to the Licence Manager a CIR from the London Police Services dated no later than 60 days prior to the application for a Licence;
- (h) submit to the Licence Manager a Ministry of Transportation driver's abstract dated no later than 60 days prior to the application for a Licence;
- (i) for an application for a Licence in the first instance, submit to the Licence Manager a certificate prepared by a qualified medical practitioner which states that the Applicant is physically and mentally capable of performing the duties of a Cab Driver or an Accessible Cab Driver; and
- (j) comply with all of the provisions of this By-law.

1.2 An Applicant applying for a renewal of a Cab Driver or an Accessible Cab Driver Licence:

- (a) shall be exempted from the requirement for an English assessment exam in subsection 1.1(e) of this Schedule;
- (b) may be exempted from the requirement for a vehicle for hire training exam in subsection 1.1(f) of this Schedule if he or she files with the Licence Manager every four years or sooner as required by the Licence Manager, proof of completion of a training course or a written test approved by the Licence Manager with a minimum grade of 75%; and
- (c) may be exempted from the requirement to provide a medical certificate in subsection 1.1(i) of this Schedule unless the Licence Manager believes that it would be in the public interest to require such certificate.



1.3 In addition to the requirements of section 1.1 and 1.2 of this Schedule, every Applicant for an Accessible Cab Driver Licence or a renewal thereof shall;

- (a) hold a valid Cab Driver Licence;
- (b) satisfactorily complete a sensitivity course approved by the Licence Manager pertaining to the transportation of Persons with Disabilities and, subsequently complete a written examination administered by the Licence Manager with:
  - (i) a minimum grade of 75% for a first attempt; or
  - (ii) a minimum grade of 85% for a subsequent attempt made at least one month after a previous attempt; and
- (c) submit his or her Cab Driver Licence to the Licence Manager for endorsement as an Accessible Cab Driver Licence.

1.4 An Applicant applying for a renewal of an Accessible Cab Driver Licence may be exempted from the requirement of a sensitivity course or the written examination in subsection 1.3(b) of this Schedule if he or she files with the Licence Manager every four years or sooner as required by the Licence Manager, proof of completion of a sensitivity course approved by the Licence Manager pertaining to Persons with Disabilities or completes a written examination approved by the Licence Manager with a minimum grade of 75%.

## **2.0 DRIVER'S DUTIES**

### **2.1 Every Licensed Cab Driver or Accessible Cab Driver shall:**

- (a) carry his or her driver's licence issued under the *Highway Traffic Act*, and his or her Licence while Operating a Cab or Accessible Cab;
- (b) affix his or her Licence in a position in the Cab or Accessible Cab so that the side of the Licence containing the photograph is plainly visible to and readable by Passengers in the front seat and back seat of the vehicle;
- (c) display the tariff card so that it is plainly visible to and readable by Passengers in the front seat and back seat of the vehicle;
- (d) unless the Driver is affiliated with a Licensed Broker, keep a Trip Sheet, on the form attached as Schedule "J" to this By-law of all Trips made by the Cab or Accessible Cab during each shift. The Trip Sheet shall be updated at the conclusion of the Trip;
- (e) retain all Trip Sheets for at least 12 months and while Operating the Cab or Accessible Cab have the current and previous month's Trip Sheets in his or her possession;
- (f) keep in the Cab or Accessible Cab a current Maintenance Log for the Cab or Accessible Cab;
- (g) have in the Cab or Accessible Cab a current street guide or City map and a global positioning system device capable of displaying requested routes;
- (h) each shift before driving:
  - (i) examine the Cab or Accessible Cab for mechanical or other defects and similarly examine it at the end of each shift, and if the Driver is not the Owner, report any mechanical defects forthwith to the Owner and enter such defects into the Maintenance Log; and
  - (ii) enter into the Trip Sheet the date and odometer reading for the Cab or Accessible Cab;
- (i) report forthwith to the Licence Manager if he or she is convicted of any offence under the *Criminal Code of Canada*, the *Narcotic Control Act*, the *Food and Drugs Act*, the *Controlled Drugs and Substances Act* or the *Highway Traffic Act*;



March 30, 2016

Madam Chair and members of the committee

I would like to address an issue which has plagued our industry for many years. We have discussed this issue many times and would like to see its included in the amendments being proposed today.

Over the years we have had to deal with customers who have become sick in our vehicles after a night of drinking. We applaud them for doing the responsible thing by calling a cab to take them home but we have been burdened by the fact that when some of them get sick, it falls to us to clean up the mess.

Our vehicles can be "off call" for up to an hour and a half depending on how long the cleanup takes. This usually occurs at peak times thus our loss of revenue can be substantial.

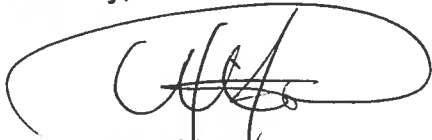
I respectfully ask the committee to include an amendment which will allow our drivers who face this issue to charge the passenger up to \$75 for clean-up. I beleive that for every half hour the vehicle is off the street they should be able to charge \$25/half hour to a maximum of \$75.

This issue is dealt wth in other jurisdictions in a similar manner with charges even being much higher than what I am requesting.

I hope that you will allow this charge which will help our drivers re-coup some of their costs if this were to occur.

Thank you for your time.

Sincerely,



Kayoumars Alipoor  
Manager & Public Affairs Spokesperson  
Yellow London Taxi  
London, ON