

- Jamie Cleary, 79 Condor Court and University Students Council Vice-President – speaking on behalf of 30,000 undergraduate constituents; advising that Uber is popular with students because it is cheap; costs for students are increasing; indicating that the students rely on Uber for grocery shopping; noting that balancing part-time work with Uber to allow them to have flexible work schedules; expressing satisfaction with the customer service; echoing Councillor Helmer’s comments that he made previously; expressing support for the by-law.
- Brad Rice, Vice-President, Business Development, Voyageur Transportation – see attached presentation.
- C. Schafer, Policy Manager, Uber – see attached presentation; it being noted that Ms. Smythe, 146 Ashley Crescent allocated her five minutes to Mr. Schafer.
- S. Everett, 750 Wonderland Road South – advising that he started working at Uber the first day that Uber came to London; stating that he loves Uber and so do the riders; indicating that he is working part-time and has done 2,200 trips so far; noting that he drives fifteen to twenty hours a week; pointing out that he has 1,535 stars and a 4.83 rating; outlining that it is important to hear what people in London think; reading comments from his passengers; reiterating that people love Uber; advising that he has given all of his passengers except one a five star rating; averaging between \$20.00 and \$25.00 an hour; advising that Uber has incentives and, during busy times, will guarantee his hourly rate; during the homecoming event, the topped him up if he did not make the amount he was guaranteed; indicating that he has not focused on the proposed amendments; expressing support for the referral back of the proposed by-law.
- H. Orbach Miller, 1103 Richmond Street – indicating that he is a student at Western University and is a Senator-at-Large; speaking as a student; advising that he uses Uber as they are more convenient and affordable; stating that he is able to compare services before he makes a choice; appreciating being able to choose an alternative; indicating that he saves \$3.00 to \$5.00 per ride and over a year that saves him half a month’s rent; encouraging services that help; telling of a roommate who was at a bar, lost his bus pass and wallet, opened his phone and was able to get a ride home.
- D. Pinto – see attached presentation; it being noted that R. Provily, 117 Kimberley Avenue allocated Ms. Pinto his speaking allocation of five minutes.
- W. Vanderhoeven, 39 Ebury Crescent – see attached presentation.
- R. Caranci, 101 Goldwick Crescent – stating that this is a trying time for the Industry; pointing out that a lot of people have been affected in the last year and a half; expressing agreement with plate renewals; believing what has been brought forward is a good report and they can live with most of it; requesting that accessible taxicabs be referred back to the Civic Administration; noting that the City has a formula there is an adequate number and if more are to be on the road, refer it back; pointing out that accessible vehicles are not just vans, they are also cars; stating that in some circumstances it is difficult to get into a van; requesting a meeting with Mr. O. Katolyk, Chief Municipal Law Enforcement Officer, to determine the number of accessible vehicles required that is fair to everyone; indicating that people who ask for Uber do so illegally; advising that you can run applications under the by-laws that are in place now; admitting that they have failed to advertise that they also have applications; outlining that they do not fear competition but it needs to be fair; noting that the taxicab and limousine industry needs to follow by-laws that cost them money, Uber needs to do the same; requesting that the by-laws in place be followed by everyone; pointing out that it is very difficult to sit in the Industry and watch Uber not following the rules and getting away with it; advising that he has a lot of respect for Mr. Schafer; advising that the meeting hall would be full except that the drivers are down twenty to forty percent in wages and are unable to support their families; indicating that, last year, Mr. Schaefer said that the issues will be resolved; indicating that when you see the taxicab and limousine industries come in together there are issues; giving the taxicab and limousine drivers credit that they have not protested, they have not done what other centers have done; advising that Uber is right, they have a phone application so they know who is getting into the vehicle, but then five or six people get into the vehicle; thinking that the Community and Protective Services Committee does not want to take away the safety of drivers; stating that the Police do not keep track of taxicab driver assaults; asking drivers if they feel safer with cameras in their cars, the answer is unequivocally yes; stating that Uber has a false sense of security as people other than the person they are picking up

jump into their cars; pointing out that when there was an assault in a bar, the cab drivers were called and the cameras caught the assailant who was charged; indicating that the only people who can get into the cameras are By-law Enforcement Officers; pointing out that, for Uber, it is a deal breaker if they have to put cameras in their cars; advising that Uber's ultimate goal is to not have drivers as they would like driverless vehicles; asking that the City not be made a less safe place than it is; advising that the by-law protects drivers and consumers and asking that that not be changed; advising that a poll was undertaken and sixty-six percent of Londoners would like taxicabs and Uber to have the same by-laws; believing that this is the way it should be, with a level playing field; stating that the elevators people ride in have more regulations than Uber does; indicating that Council has asked Uber to stop operating and they have not; stating that there are 1,200 taxicab drivers and their families that depend on this service to provide a living; pointing out that when Uber tells you that they do not have cash that does not mean that they do not have cash and taxicab drivers have been robbed for less than \$20.00; stating that he is not asking Council to outlaw Uber but to regulate it; reiterating that they accept the \$750.00 plate fee; asking for a referral back of the number of accessible taxicabs and requesting that cameras be required to be installed in all vehicles; it being noted that S. Doe, 6 – 35 Waterman Avenue and three additional members of the public, allocated Mr. Caranci their speaking allocation of five minutes each. (Note: A petition signed by approximately 2,500 individuals is on file in the City Clerk's Office.)

- Daniel, 340 Sugar Creek Trail – indicating that he wrote the software program that Aboutown Transportation was using; advising that there have been many changes to the by-law over the last several years; referencing page 23 of the Community and Protective Services Committee Agenda, Schedule 2, Sections 3.3 and 3.4, there are approximately 365 or 368 taxicab plates and 100 or more limousine plates, which means there are 460, 500, 800 or 1,000 drivers; relating to taxicab plates, there are thirty Class B plates; stating that restaurants are not told what hours they need to be open; pointing out that owners plates are for a car; asking that there be a level field for Class B owners; advising that this is important to approximately thirty people.
- Murray Milligan, 953 Dearness Drive – indicating that he started driving thirty-three years ago; advising that taxicab drivers are heroes and Richmond Row during bar rush is not fun; enquiring who pays the Workman's Compensation to protect the drivers; stating that you can sue the person who hired you if you lift their luggage and put your back out; living in a world of surge pricing; noting that Uber drivers who work Christmas get surge pricing; pointing out that the taxicab drivers get people home every Christmas and New Year's; advising that the Ministry of Transportation took cameras off the highways because of privacy issues; indicating that Uber delivered beer in a driverless car; enquiring what drivers do when the price of gas goes to \$1.50 a litre.
- Carolyn Wilson, 270 Highview Crescent – stating that Uber is operating illegally and breaking laws; stating that everyone is supposed to be responsible; **welcome to petition to change the rules**; reiterating that a for-profit company is acting illegally; supporting the installation of cameras in all vehicles as it provides security for the driver and the passenger; stating that private self-regulation is not a progressive value; realizing that people have spent decades in this City making things safe; outlining that in a snowstorm when people are stuck Uber prices increase, taxicab prices do not; indicating that when we are putting our children in taxicabs we need to make sure that they are safe.
- Murray Snelgrove, 226 Berkshire Place – indicating that he has been driving with Uber since January, 2016; stating that he has no problems with taxicab drivers and respects where they are coming from; advising that he drives a lot of people from out of town and Uber is good for tourism; pointing out that companies consider coming to London because of Uber; asking Council to consider the best interest of the municipality; telling a story of picking up a woman in labour; advising that if people who made minimum wage took a taxicab, they would lose two hours of wages; pointing out that people have told stories of inappropriate experiences but they are just stories; asking for minimum regulations; pointing out that he watches "Elementary" and they referenced car sharing.

- AJ Murataj, 1626 Devos Drive – advising that he is against deregulation; stating that he came here for a better life; indicating that he did not expect to see this here; pointing out that taxicab drivers are not here to say please stop Uber; wondering if you are going to allow him to drive several cars; noting that it is not hard to open an application and charge Visa; expressing respect for this country.
- Landon Tulk, 640 Talbot Street – expressing appreciation for the opportunity to address the Committee; advising that Uber is more accessible for students because they have convenience and reliability from Uber; noting that the bus system is also good but when you need to take two buses it is time consuming; indicating that some Councillors campaigned on making London more affordable and Uber is affordable; advising that the by-law addresses cameras appropriately as students are comfortable with the driver and can send their status during the ride; noting that cameras can be broken or blocked; pointing out that banks have cameras and they still get robbed; stating that Uber is not willing to take a risk by taking more passengers.
- Masood Esmaeilbeigl, 202 – 527 Gordon Avenue – see attached presentation.
- Toby Shoba, 136 Kent Street – indicating that at the end of the day innovation pushes the human race forward; stating that Uber is doing things better; pointing out that Uber has a one to five star rating system which has forced Uber to be more friendly; commenting that a lot has been said about surcharges and price rates; stating that if he is late for an exam he will call Uber, if he is leaving a bar, he will call a cab; thinking that both do not have to be held to the same standards.
- Hassan Savehilaghi, President, Yellow London Taxi – pointing out that it has been a two year roller coaster dealing with this matter; wondering how difficult it is for the Committee to receive the report and send it back to staff; advising that he is in full agreement with Mr. B. Rice and Mr. R. Caranci; believing that Mr. O. Katolyk, Chief Municipal Law Enforcement Officer is on the right path, balance of fairness to be maintained; advising that he has been involved in the taxicab industry for twenty years; indicating that he has been assaulted and had his arm in a cast for nine weeks as a result of the assault; pointing out that initially the taxicab companies pushed for cameras in cabs mandatory; noting that the number of incidents has been reduced big time; advising that he is more than willing to provide the facts at any time; realizing that the London Police would like to remain unbiased but they will tell you how effective these cameras are at solving crimes and providing safety to drivers and consumers; stating that it is a double standard when someone enters the City and does not have to follow the rules; indicating that taxicabs have the same technology that they do; wondering what else Council wants when it comes to technology; reiterating that this is a pure double-standard; indicating that the price surge is another issue; pointing out that the majority of people who are drunk and call Uber, they get into any car and when they get into a taxicab they notice that they have to pay \$45.00 instead of \$15.00; noting against Uber drivers but the whole thing is about legality, fairness and a level playing field; advising that thirty percent of customers who took Uber at midnight now take taxicabs; expressing sympathy for students; commenting that he is making less so why not the other side of the coin, how can they afford to charge you less; outlining that freedom is beautiful in this society; pointing out that Uber is illegal yet they dare come here and say that they are exempt; stating that we are behind all other Municipalities that have Uber; it being noted that one member of the public allocated Mr. Savehilaghi his speaking allocation of five minutes.
- Michelle, Leroy Avenue – advising that she is not affiliated with Uber; expressing respect for the taxicab industry; stating that Uber has spent millions of dollars perfecting their applications; pointing out that Uber does not need cameras as they do not have high risk riders; advising that she does not want to pay high risk rates; indicating that Uber has all of their information, if there are any concerns at a later date, they have your information; indicating that when there is a surge, Uber offers you a quote that you can accept or refuse, which is her option as a consumer; pointing out that she sees this as a consumer choice as community members have the option to choose; advising that she is advised who she is going with, which vehicle and a picture of the driver with Uber; advising that she has been in a taxicab and has been inappropriately addressed.

- Fatiz - indicating that even though Jordan is in turmoil, they respect the law; wondering how Council can allow this to happen; indicating that the Uber vehicles should be marked; asking for the installation of cameras in all vehicles for everyone's safety; stating that Uber drivers are operating illegally.
- Nematullah Abbasey, 2140 Yellow Birch Place – indicating that he has nothing against Uber; expressing concern about the schedule and rate structure; advising that taxis and Uber are doing the same thing; stating that other drivers come forward and tell their stories but they are still breaking the law; advising that there should be fines for every infraction of the by-law; asking for a level playing field for everyone; indicating that if he breaks the law his license is revoked.
- Ali Dalozz – indicating that he used to drive a taxicab but is now an Uber driver; advising that the Uber drivers know at least one person getting into the car, the taxi drivers do not know anyone; stating that cameras in cars will not work for Uber as they already know the persons' information; wondering when most owners use their insurance; noting that when you use your insurance, you use the deductible; expressing happiness if he makes less money but goes home safely.
- Cetinkaya Zehra, 1887 Sumac Way – expressing disappointment in the Council as he has lost fifty percent of his income; stating that Uber needs to follow the rules; indicating that he does not know how many Uber drivers are driving in London.
- James Donnelly, President, Blue and White Taxis - it being noted that Randy Bessy, St. Thomas, allocated Mr. Donnelly her speaking allocation of five minutes. - See attached communication.
- Ken Berdan, 729 Riverside Drive – expressing appreciation to Mr. O. Katolyk, Chief Municipal Law Enforcement Officer, and his staff for making the by-law smaller; advising that the by-law has been written with the intent of equality for all; hoping that a representative from the London Police Services is here; pointing out that soccer coaches need to have criminal checks done; stating that Uber vehicles need to be identifiable; indicating that there is nothing stopping an Uber driver from picking up a street fare; pointing out that cameras deter criminals.
- Ismail Omer, President, U-Need-A Cab Ltd. – See attached communication.
- Christina Knowles – stating that surge pricing is \$0.90 per kilometer or fifteen cents a minute; noting that even at twice the price it is cheaper than a cab; advising that drivers drive their own personal vehicles and to install a camera would deface their vehicle; pointing out that they have to have a safety check on their vehicles once a year; advising that cabbies still have a good portion of the market; advising that you need a credit card to take an Uber; indicating that the public should have a choice.
- Omar Farhan, 1137 Fox Creek – advising that he feels hopeless; indicating that the public is in jeopardy; stating that the Police have evidence from the cameras; thinking safety should come first.
- John Pennie, 1539 Perth Avenue – See attached communication.
- Raman – stating that Uber drivers drive as fast as they can to get the next fare; advising that the cab companies know how fast they are driving and can stop them.
- Salim Al Fuady, 102-450 Highland – indicating that at the last public participation meeting, Council asked Mr. O. Katolyk, Chief Municipal Law Enforcement Officer, to follow up on eight items including cameras and insurance with Uber; stating that if you open a restaurant, you need to meet every requirement or it will be shut down; asking that Council put themselves in his shoes; noting that he feels let down and has lost faith in the city; indicating that it is a double standard.
- Abdul Abbasey, 940 Whetherfield Street – stating that Uber does not want cameras because Uber is picking up several passengers and they are smoking in the vehicle; advising that there is an Uber driver driving a 1999 Neon; stating that cameras provide safety; relating a story of picking up a passenger that the Police were looking for.
- Buddy Balagir – 838 Wildrose – wondering how Council is passing the by-law without cameras; indicating that cameras help the Police, the driver and the public; indicating that Uber picks up several passengers at once; advising that they cannot pick up passengers without having insurance; wondering how a company can open a business without a licence; indicating that it is not fair.

- Edgar – advising that he used to be an Insurance Broker; expressing support for the installation of cameras; pointing out that the economy only runs when someone takes a risk; stating that Uber has been lucrative for a lot of people; advising that we need to change the system that is currently in place; 75% goes to the companies, the cabbies get 25%; suggesting that policies be made for everyone; advising that he would like to see something that benefits everyone.
- Mohamed Yussef – 797 Mapleridge Street – expressing appreciation to staff for their efforts; stating that Uber is a fact now; advising that all people are asking for is a level playing field for everyone and that everything is fair; realizing that Uber is global; recommending that Uber be licensed to work in London; stating that Uber does not follow the law; expressing support for the by-law and asking that it be applied to everyone.
- George Gold, 452 Old Wonderland Road – indicating that we are all equal, but some are more equal; enquiring who is going to know if it is the proper driver driving the vehicle; stating that the cab drivers have something to protect; believing that everyone should take the Vulnerable Screening Test at the Police station; advising that Uber is getting a free pass; hearing about Canadian values of working hard and being rewarded but Uber breaks these laws and is not following Canadian morals; pointing out that this is important for future generations.
- Jason Kukurudziak – 139-305 Briarhill Avenue, President, London Taxi Association – advising that his child has never ridden in an Uber; pointing out that there is a ten year life span for their vehicles; noting that in the Greater Toronto Area, the life span is seven model years; relating a story of a camera proving a cab drivers innocence; indicating that Uber drivers want cameras but the company does not; stating that in the previous by-law you had to have a seatbelt for every passenger; creating the ground rules for the industry; advising that Council has an important job to do here.
- Individual from London – if we say that this by-law is in place then Mr. O. Katolyk, Chief Municipal Law Enforcement Officer, needs to hire the army; there are 3,000 cars at night and only three or four By-law Enforcement Officers.
- Carol Donnelly, 454 Sherene Terrace – recommending a definition for minimum standards; ensuring the broadest base of service; stating that it has to be functional and serve a large range of people with components designed for consumer protection; stating that this by-law is for commercial vehicles not personal vehicles.