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<b>TO:</b>	<b>CHAIR AND MEMBERS COMMUNITY AND NEIGHBOURHOODS COMMITTEE</b>
<b>FROM:</b>	<b>G. KOTSIFAS, P. ENG. DIRECTOR OF BUILDING CONTROLS AND CHIEF BUILDING OFFICIAL</b>
<b>SUBJECT:</b>	<b>TAXI/LIMOUSINE BY-LAW REVIEW – RESPONSE TO INFORMATION REQUEST October 18, 2011</b>

**RECOMMENDATION**

That on the recommendation of the Director of Building Controls and Chief Building Official, this report **BE RECEIVED** for information purposes.

**PREVIOUS REPORTS**

- April 26, 2010 – Taxi/Limousine By-law Review – ETC
- June 7, 2010 – Summary of May 2010 Workshop – ETC
- December 14, 2010 – Policy Options – CNC
- July 19, 2011 – Draft By-law - CNC

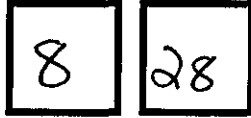
**BACKGROUND**

On July 25, 2011 Municipal Council requested Civic Administration to report back to CNC with respect to the following matters related to the Taxi/Limousine By-law review: the appropriate number of Municipal Law Enforcement Officers (MLEO's) required to administer and enforce the by-law; the appropriate maximum mileage for which a taxi should be licenced; and options to allow customers to hail limousines as a vehicle for hire.

**MLEO Staffing**

In the City of London, there are 1149 licenced taxi-limousine drivers, 356 taxicab owner licenses and 139 limousine owner licenses. There are two MLEO's who assist in administration of the by-law and enforce the by-law in the field. One MLEO is full time and one is part time. The duties of the MLEO's include: vehicle inspections (including pre-scheduled and random inspections); responding to complaints; driver examinations; and by-law administration. For the majority of the work week, the MLEO's are scheduled for business hours, however, occasionally the MLEO's work night shifts and on weekends to address complaints, undertake random inspections and respond to citizen and industry complaints. Due to vacations and absences, at times there is no MLEO coverage for taxi-limousine enforcement. The industry has voiced their concerns on several occasions regarding lack of coverage for vehicle inspections. On several occasions, managers have been requested to undertake inspections in order to facilitate vehicle licence approval and placement of a vehicle into service. Delays in license issuance due to City staffing challenges financially impacts drivers who are able and available to work. It is estimated that the Manager of Licensing and Municipal Law Enforcement Services spends 40% of his time and the Licence Manager also spends significant time on taxi-limousine matters.

In order to effectively and efficiently manage the taxi/limousine by-law and related issues, the addition of one part time MLEO would be a benefit to the municipality. The cost of one



additional part time MLEO would be \$35,100 including salary and benefits. Additional capital costs would include office space, furniture, phone and computer services. There would be no additional capital costs for vehicles for inspections as a vehicle sharing program will be implemented. The cost of an additional enforcement staff would be offset by revised licence fees.

### **Maximum Mileage for Taxicabs**

In Ontario, the vast majority of taxi/limousine by-laws regulate the length of vehicle service by the age of vehicles. Thunder Bay includes a regulation prohibiting vehicles to be used as taxis which have more than 600,000km on their odometer. St. Thomas requires vehicles with odometer readings of 200,000km or more to have semi-annual vehicle safety checks undertaken. From a by-law administration perspective, the most effective regulatory tool to address vehicle safety is the age of the vehicle.

If Council chooses to include both a maximum year and maximum odometer reading to address length of service, the maximum odometer reading for a vehicle should be 500,000km. Although the industry position is often made that an older vehicle with low mileage may be in a better condition than a newer vehicle with high mileage. This may be the case for private vehicles, however, for vehicles for hire, attention must be given to the fact the service of transporting persons is being offered and vehicle safety is of utmost importance.

### **Limousine Hail as a Public Choice**


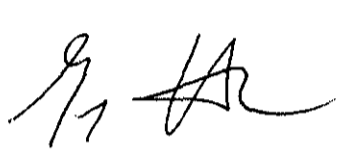
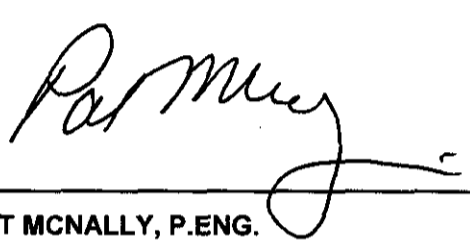
The public's interest is best served by allowing a choice of urban transportation services. Generally, taxi services offer "on demand" transportation services by being dispatched from a taxi broker, at a taxi stand or by street hail. Limousines are considered to be "contract carriers" whereby the service is contracted for a specific trip. In some cases, limousine services are considered "on demand" whereby the public can order a limousine, for example at a hotel, and receive immediate service.

The limousine service in London is well established. Historically, there have been no caps on the number of limousine owner plates issued and the marketplace, based on principles of supply and demand, determines the number of vehicles required to provide a conveyance service while providing a reasonable income for the drivers. Since there is no cap on the number of executive limousine owner plates, there are no artificial costs in terms of plate values which are passed onto the travelling public.

The proposed by-law includes a regulation requiring that limousine services be provided by pre-arranged bookings in advance by at least 15 minutes prior to the trip or commenced at a limousine stand. The proposed regulation of pre-arranged bookings is strongly opposed by some limousine drivers and some brokers, the focus of the concern is that no members of the public have brought forward a concern of customer service or availability of service. The impetus for the change is taxi drivers wanting to increase demand for their service. Should Council wish to permit the public to hail limousines as a public transportation choice, Schedule B, clause 3.1 (w) of the proposed by-law should be deleted in its entirety.

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<b>PREPARED AND RECOMMENDED BY:</b>	<b>REVIEWED &amp; CONCURRED BY:</b>
	
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