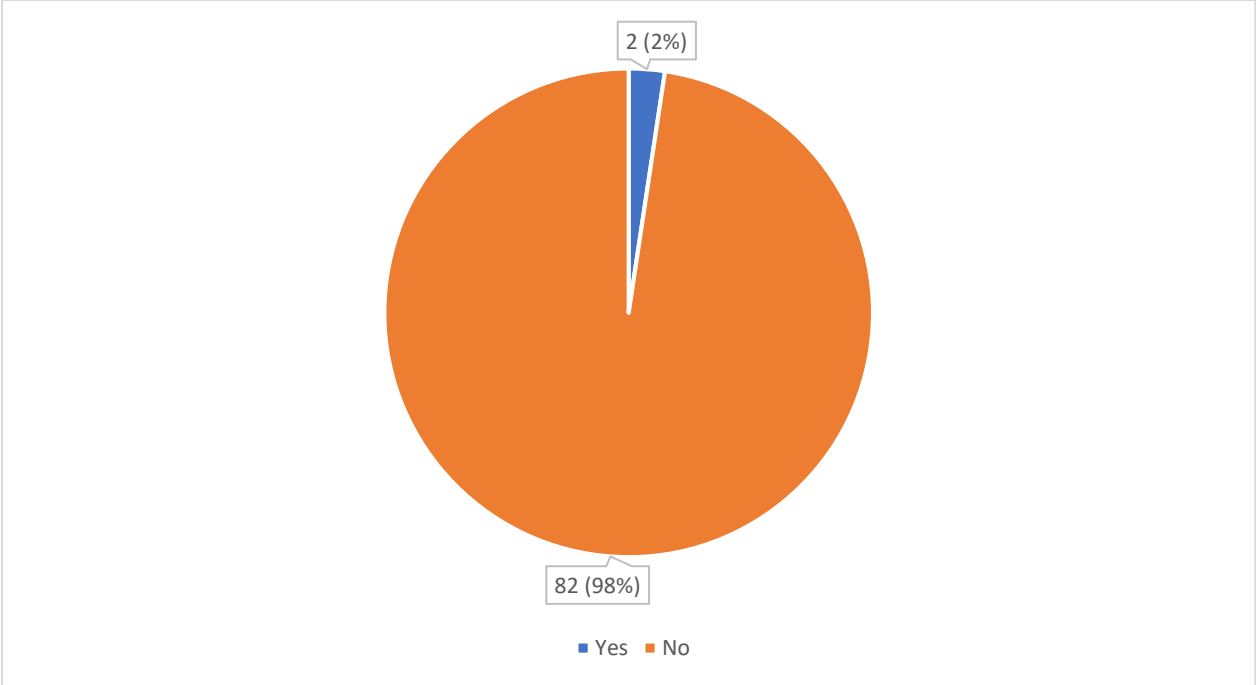




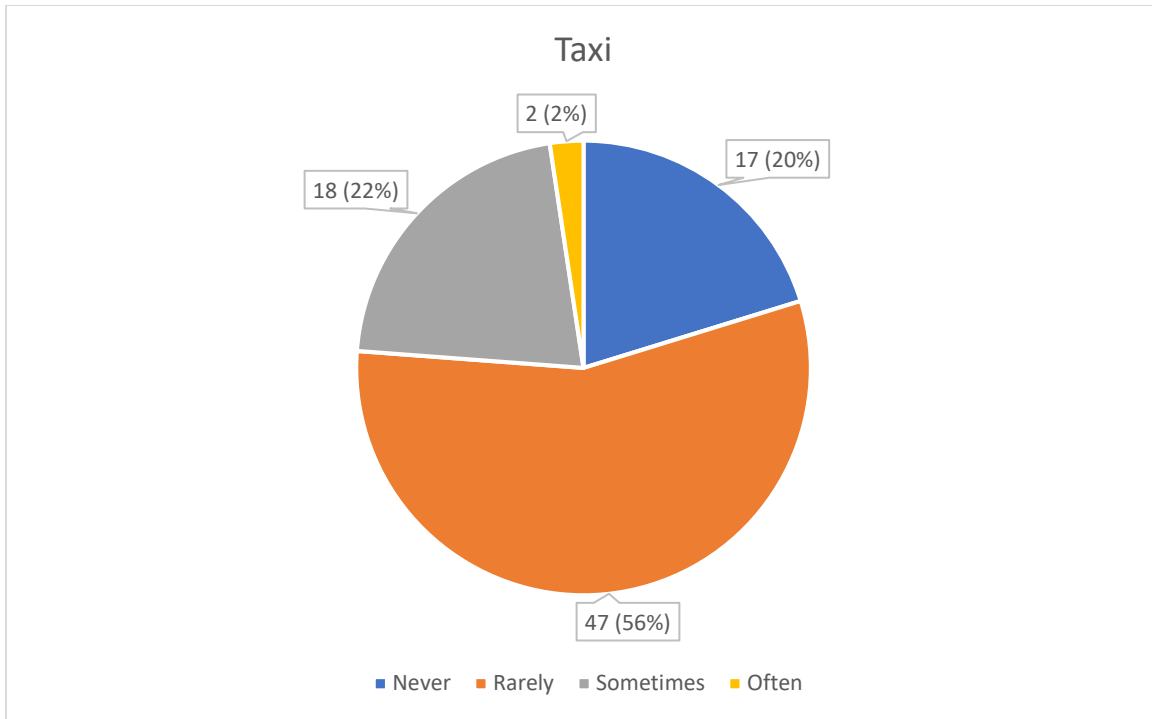
Vehicle for Hire Bylaw C-1394
Results of Online Public Consultation

Question 1: Do you work in the livery industry?

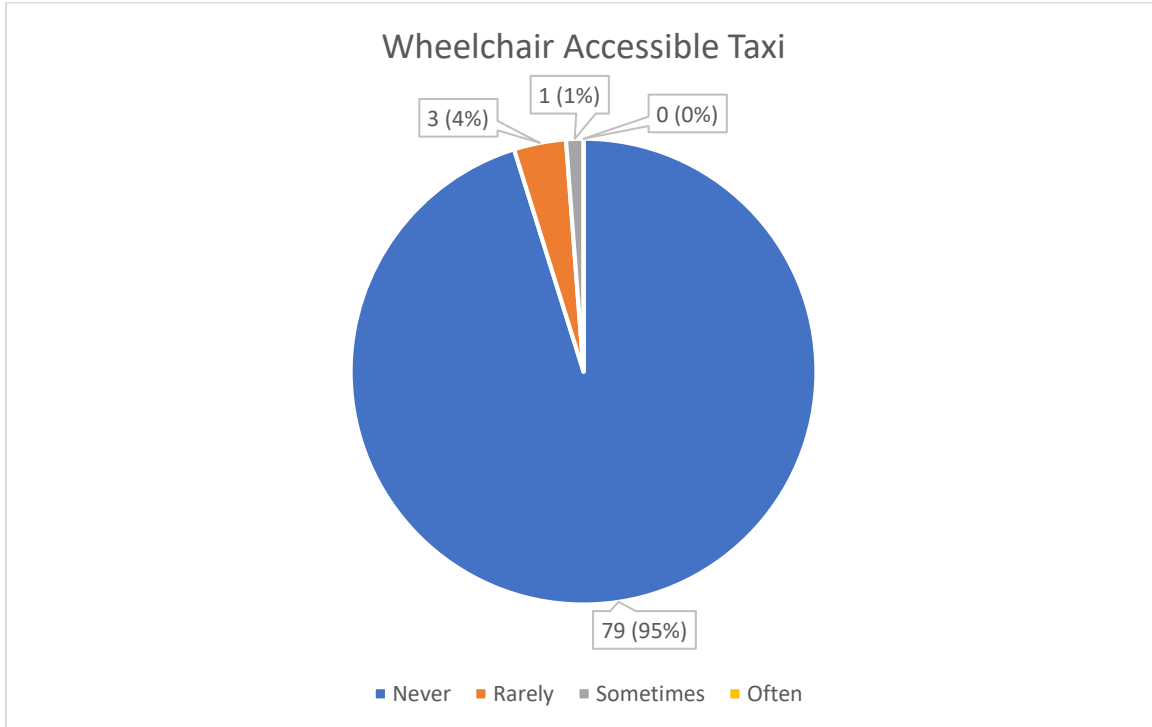


84 Response(s), 0 Skipped

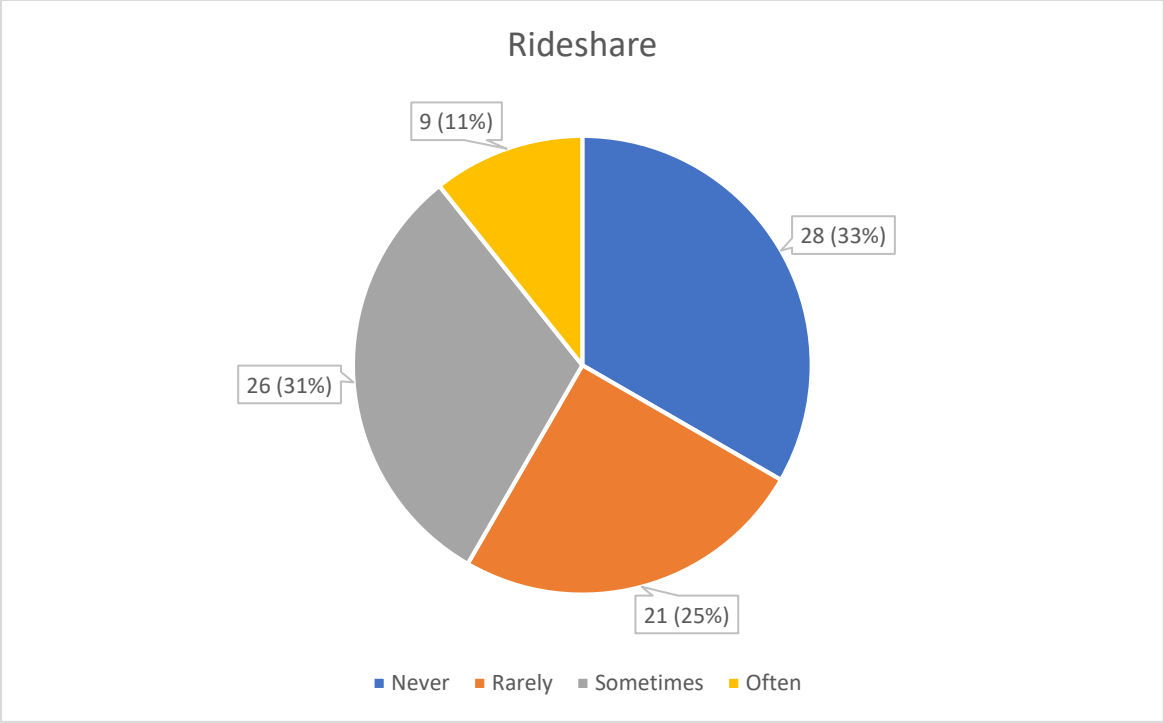
Question 2: How often do you use the following services?



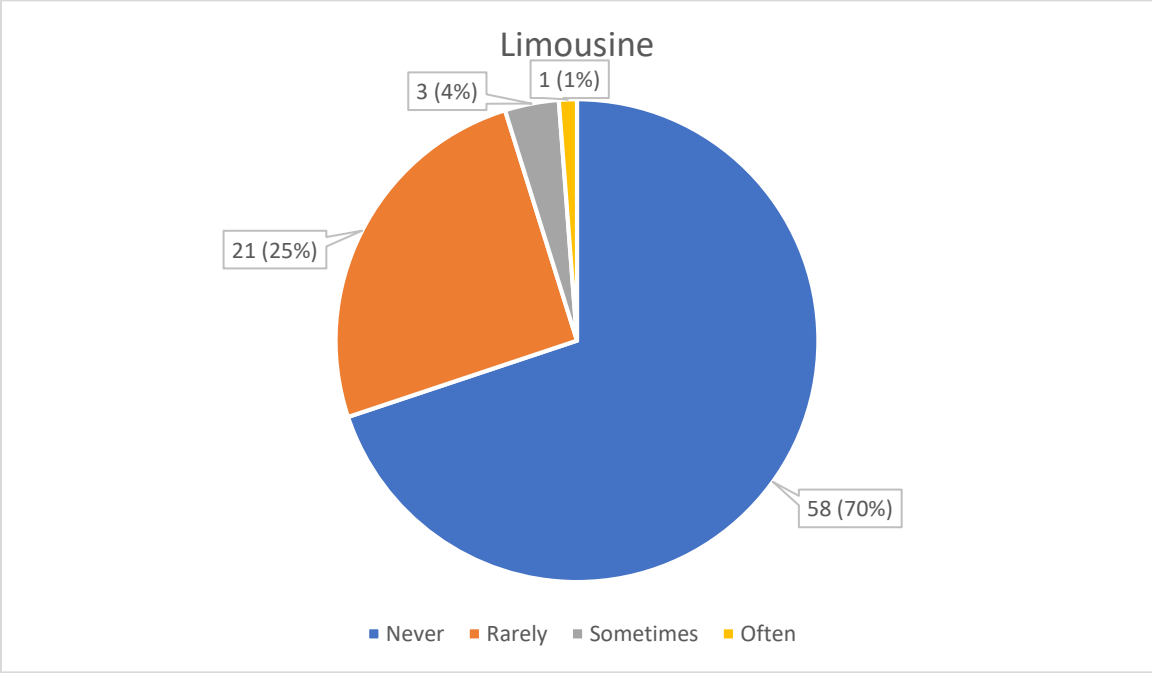
84 Response(s), 0 Skipped



83 Response(s), 1 Skipped

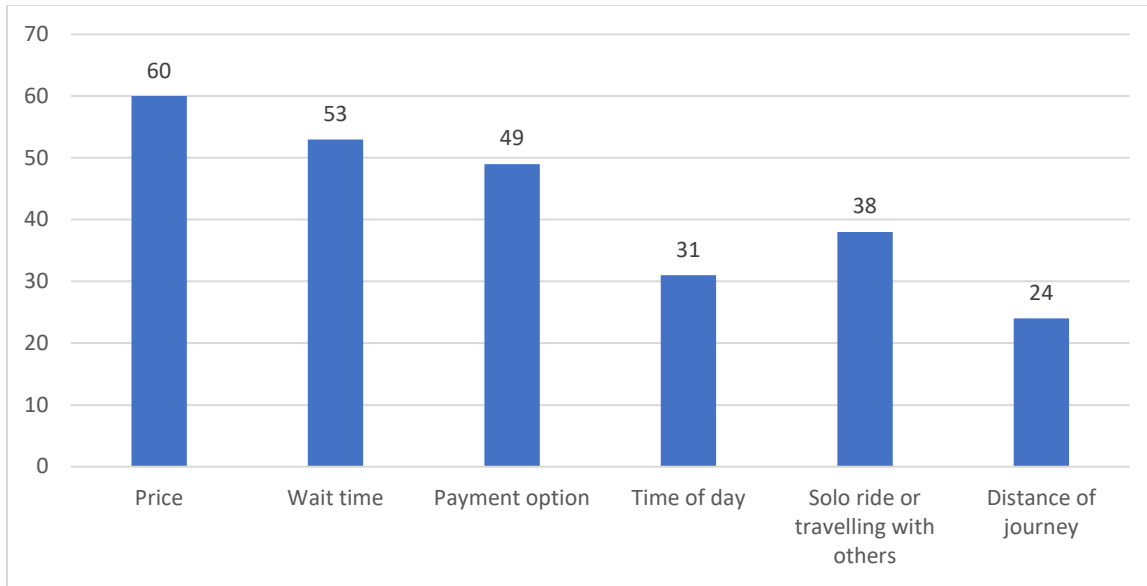


84 Response(s), 0 Skipped



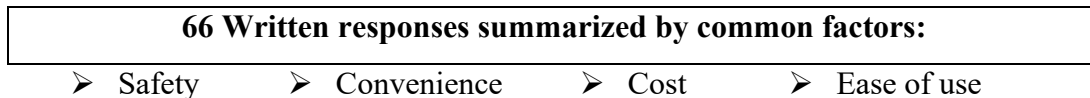
83 Response(s), 1 Skipped

Question 3: What factors do you consider when deciding to use a taxi, rideshare, or limousine?



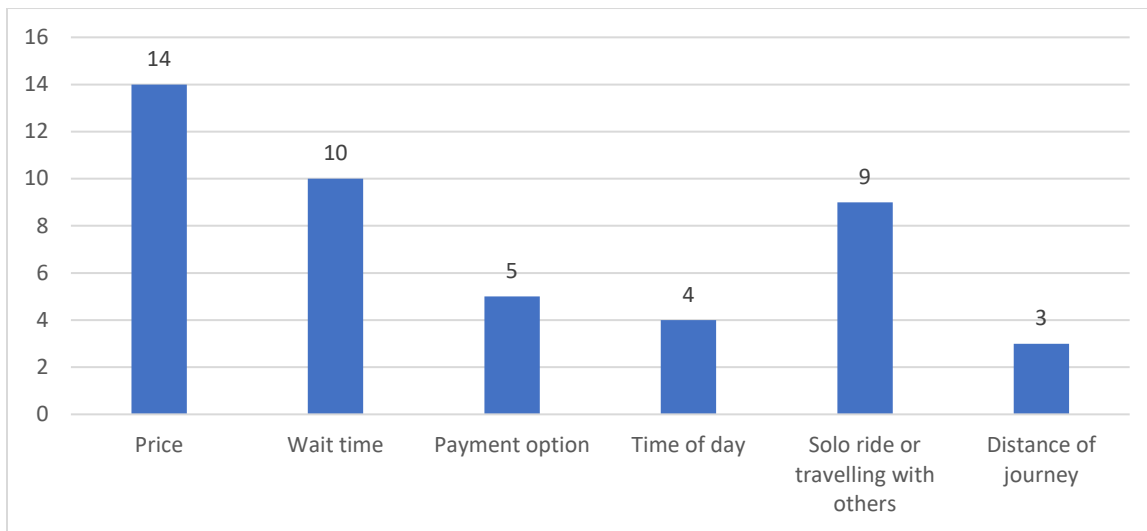
81 Response(s), 3 Skipped

Question 4: Why are the factors selected important to you?



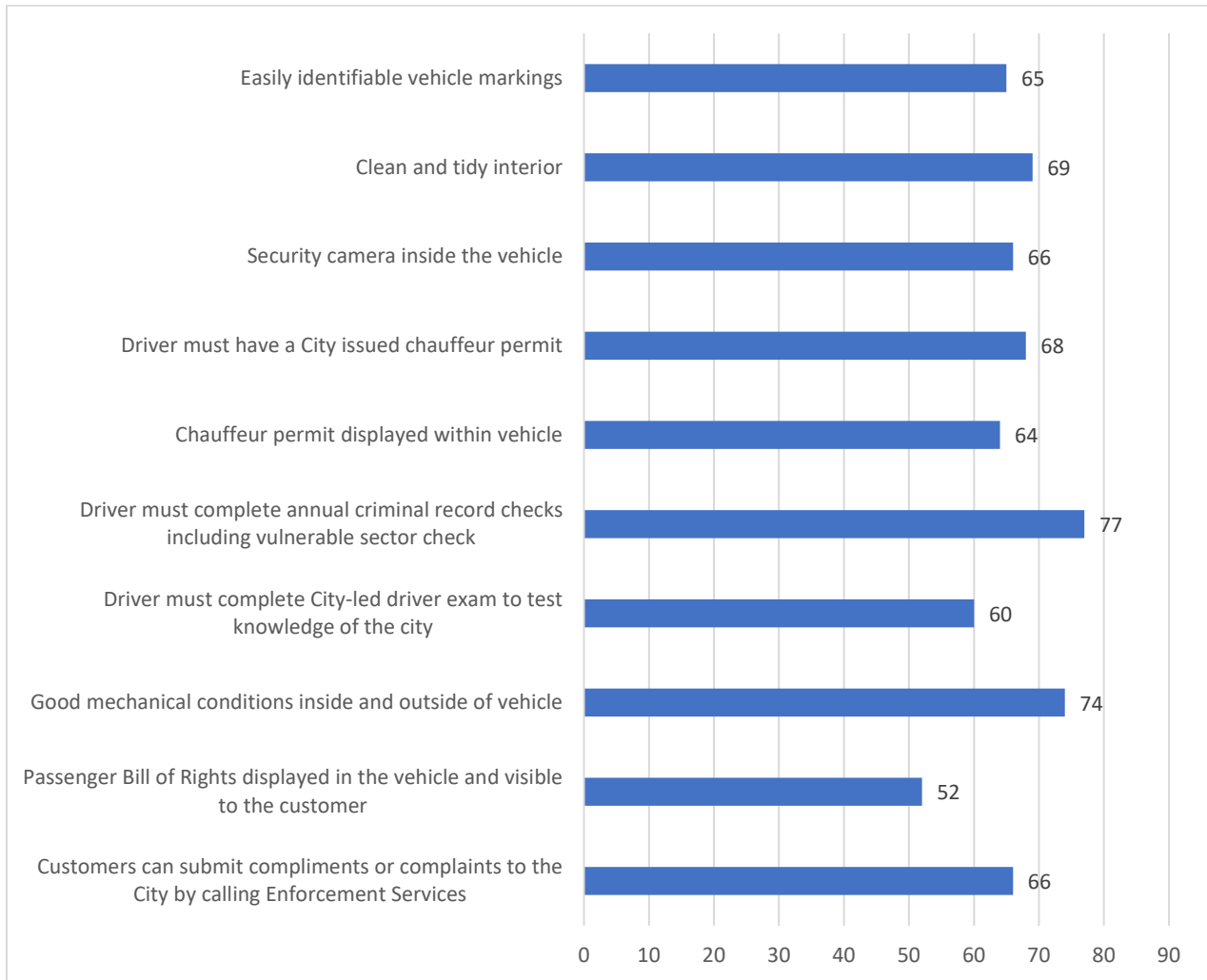
66 Response(s), 18 Skipped

Question 5: What factors do you consider when deciding to use a wheelchair accessible taxi?



28 Response(s), 56 Skipped

Question 6: What requirements should be in place to ensure a sense of safety for taxi customers?



83 Response(s), 1 Skipped

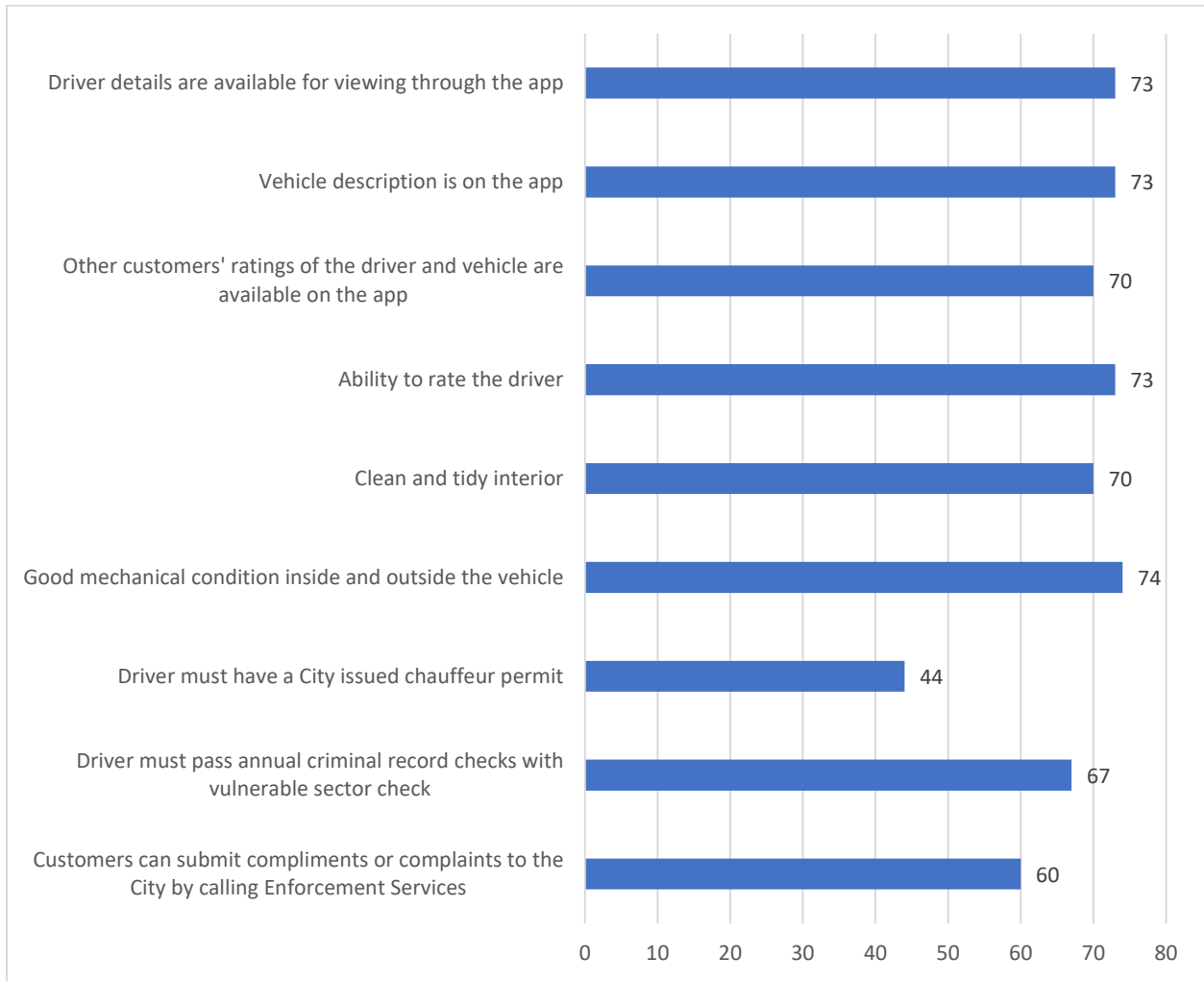
Question 7: What else would make you feel safer using a taxi?

51 Written responses summarized by common factors:

- Trip monitoring via GPS
- Ability to rate and select drivers
- Options to prepay
- Physical barrier between driver and passenger
- No phone use while fare in vehicle
- Clear communication between driver and fare
- Increased Enforcement oversight and inspections

51 Response(s), 33 Skipped

Question 8: What requirements should be in place to ensure a sense of safety for rideshare customers?



79 Response(s), 5 Skipped

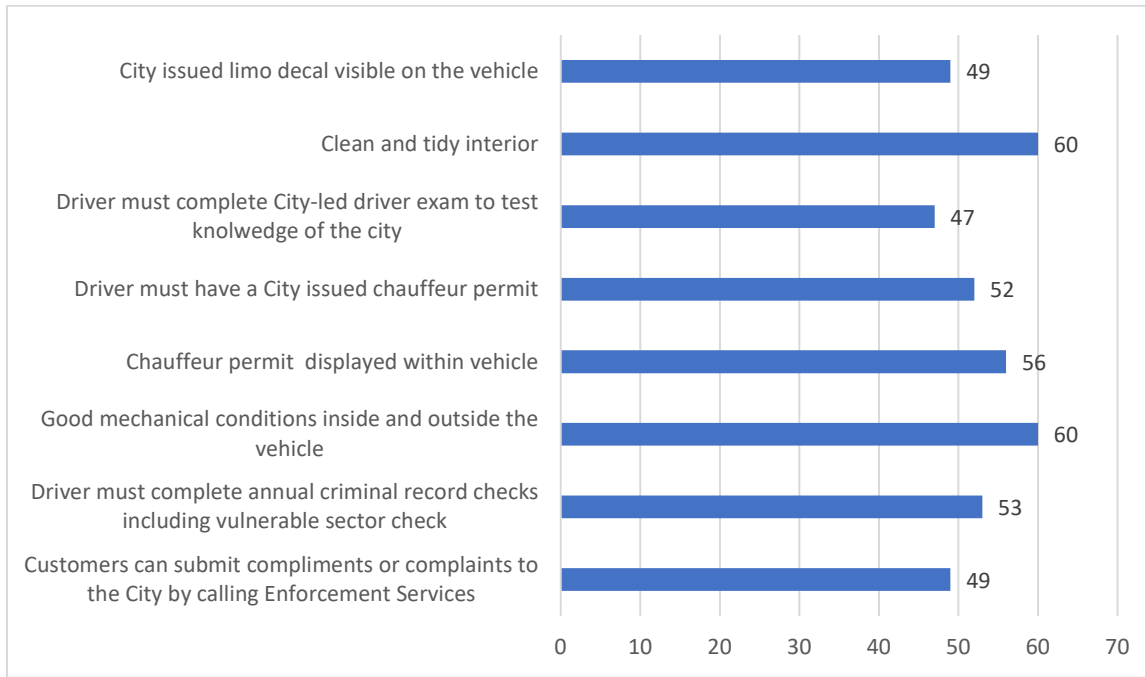
Question 9: What else would make you feel safer using a rideshare service?

37 Written responses summarized by common factors:

- Trip monitoring via GPS
- Clear communication between driver and fare
- Ability to rate and select drivers
- Security cameras

37 Response(s), 47 Skipped

Question 10: What requirements should be in place to ensure a sense of safety for limousine customers?



66 Response(s), 18 Skipped

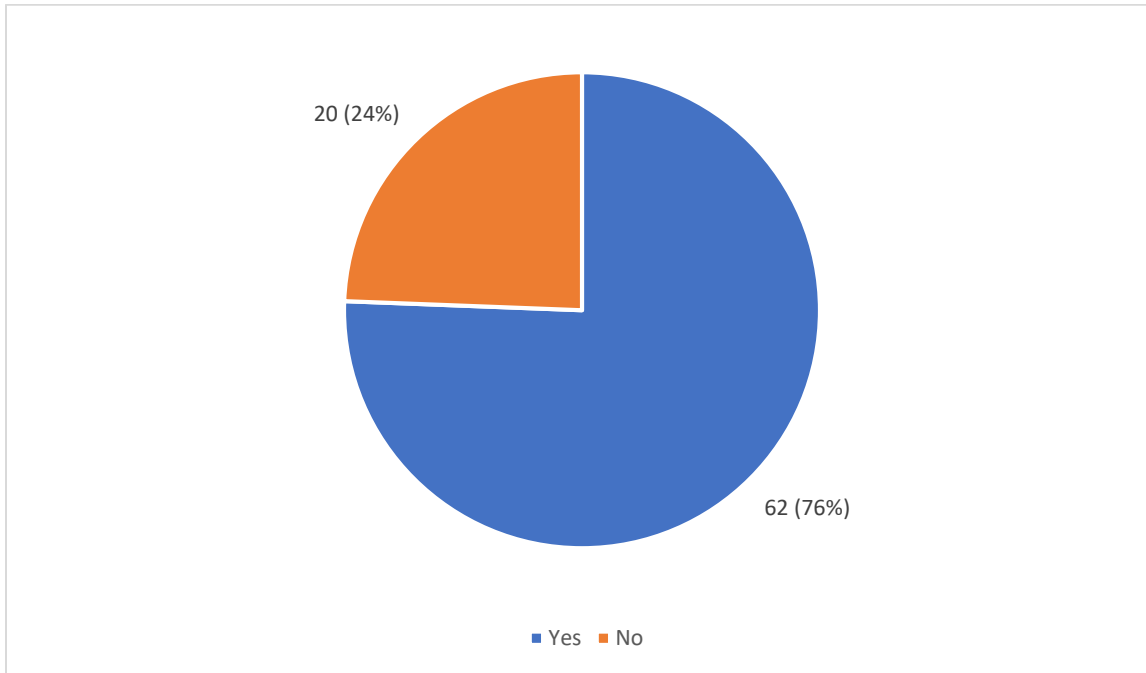
Question 11: What else would make you feel safer using a limousine?

20 Written responses summarized by common factors:

- Trip monitoring via GPS
- Ability to rate and select drivers
- Options to prepay
- Physical barrier between driver and passenger
- No phone use while fare in vehicle
- Clear communication between driver and fare
- Increased Enforcement oversight and inspections

20 Response(s), 64 Skipped

Question 12: Is it important to you that the safety requirements for drivers and vehicles are the same for taxis, rideshares and limousines?



82 Response(s), 2 Skipped

Question 13: Why or why not?

51 Written responses summarized by common factors:	
It is important	It is not Important
<ul style="list-style-type: none"> ➤ Same services, same standards ➤ Fairness across the board ➤ Feeling safe in any vehicle ➤ Accountability ➤ Consistency in the industry 	<ul style="list-style-type: none"> ➤ Less bureaucracy lowers cost ➤ Different services should have different safety standards ➤ Uniform standards would cripple smaller services ➤ Additional safety restrictions are a cash grab

51 Response(s), 33 Skipped

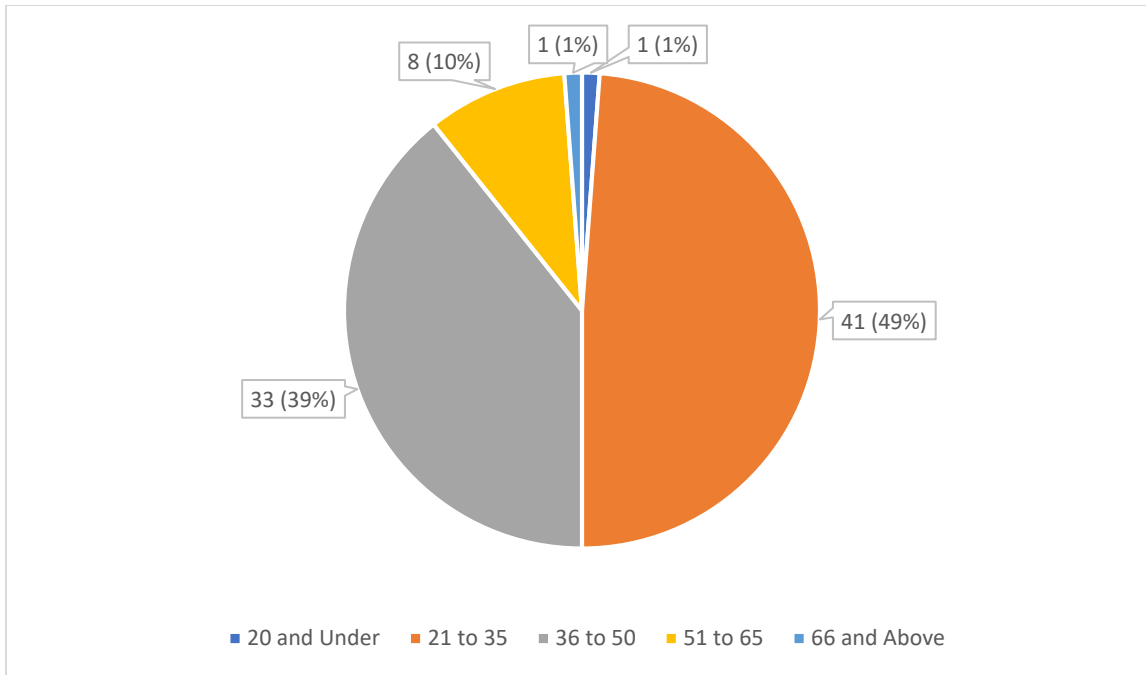
Question 14: Consider whether you, or someone you know, has experienced issues with a vehicle-for-hire. Is there more the City could do to improve the issue to make the customer/driver relationship better?

49 Written responses summarized by common factors:

- Prompt response to public concerns
- Make it easier for public to report concerns
- Transparency with investigations
- Mandatory criminal record checks
- Ensure service properly insured
- Accountability from the brokers
- City regulated prices
- Randomised City inspections
- Rating of drivers / service by app
- Increased accountability
- Swift reprimand for safety infractions
- Mandatory security cameras
- Restrict use of phones when fare in vehicle
- Better vetting of drivers before and during employment
- Make available unit inspection reports and details – licence plates, drivers name and last inspection date.

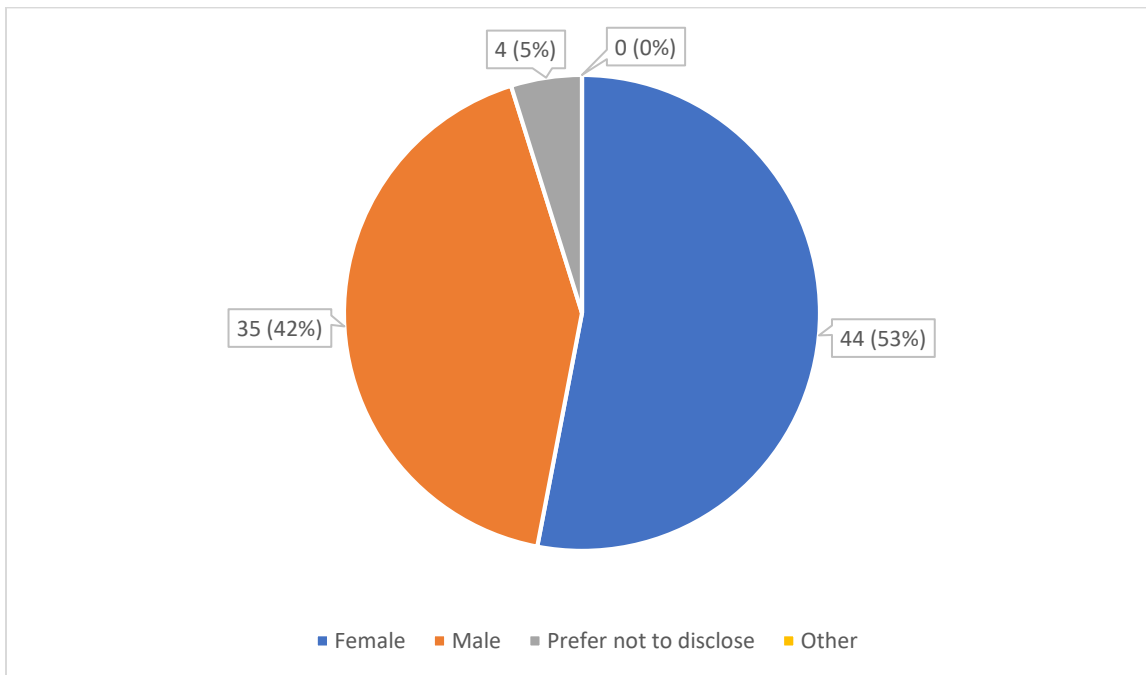
49 Response(s), 39 Skipped.

Question 15: What is your Age?



84 Response(s), 0 Skipped

Question 16: What is your gender?



83 Response(s), 1 Skipped