



General Committee Revised Agenda

Revised Items are Italicized.

Meeting Number: 4
March 2, 2020, 9:30 AM - 3:00 PM
Council Chamber

Please bring this General Committee Agenda to the Council meeting on March 10, 2020.

Pages

1. CALL TO ORDER
2. DISCLOSURE OF PECUNIARY INTEREST
3. APPROVAL OF PREVIOUS MINUTES
 - 3.1 MINUTES OF THE FEBRUARY 18, 2020 GENERAL COMMITTEE (16.0) 6
 1. That the minutes of the February 18, 2020 General Committee meeting be confirmed.
4. DEPUTATIONS
5. COMMUNICATIONS
 - 5.1 YORK REGION COMMUNICATIONS (13.4) 20

Note: Questions regarding Regional correspondence should be directed to Chris Raynor, Regional Clerk.

The following York Region Communications are available on-line only.

 1. That the communication dated January 30, 2020 from York Region regarding 2020-03 Amendment to Parking By-law be received for information purposes.
6. PETITIONS
7. PRESENTATIONS - FINANCE & ADMINISTRATIVE ISSUES
 - 7.1 2019 UNITED WAY CAMPAIGN CHEQUE PRESENTATION (12.2.6)

Note: Members of the United Way Toronto & York Region will be in attendance for the cheque presentation.

A. Samara, ext. 3680, C. Thorne, ext. 2585 and C. Hunter, ext. 4344

8. CONSENT REPORTS - FINANCE & ADMINISTRATIVE ISSUES

8.1 MINUTES OF THE OCTOBER 23, 2019 MARKHAM – MILLIKEN CHILDREN’S FESTIVAL ORGANIZING COMMITTEE (16.0) 27

1. That the minutes of the October 23, 2019 Markham-Milliken Children’s Festival Organizing Committee meeting be received for information purposes.

8.2 MINUTES OF THE JANUARY 27, 2020 MARKHAM PUBLIC LIBRARY BOARD (16.0) 32

1. That the minutes of the January 27, 2020 Markham Public Library Board meeting be received for information purposes.

8.3 AWARD OF CONSTRUCTION TENDER 217-T-19 WEST THORNHILL – PHASE 3A STORM SEWER AND WATERMAIN REPLACEMENT (7.12) 43

P. Kumar, ext. 2989 and F. Chan, ext. 3189

1. That the report entitled “Award of Construction Tender 217-T-19 West Thornhill – Phase 3A Storm Sewer and Watermain Replacement” be received; and,
2. That the contract for Tender 217-T-19 West Thornhill – Phase 3A Storm Sewer and Watermain Replacement be awarded to the lowest priced Bidder, Memme Excavation Company Limited in the amount of \$14,249,313.97, inclusive of HST; and,
3. That a 10% contingency in the amount of \$1,424,931.40 inclusive of HST, be established to cover any additional construction costs and that authorization to approve expending of this contingency amount up to the specified limit be in accordance with the Expenditure Control Policy; and,
4. That the construction award in the amount of \$15,674,245.37 (\$14,249,313.97 + \$1,424,931.40) be funded from the following capital projects:
 - (a) 058-6150-20252-005 “West Thornhill Flood Control Implementation - Phase 3A Construction”; and,
 - (b) 053-5350-20258-005 “Cast Iron Watermain Replacement – West Thornhill Phase 3A” as outlined under the financial considerations section in this report; and,

5. That the remaining funds in project #20252 “West Thornhill Flood Control Implementation - Phase 3A Construction” in the amount \$298,433.98 will not be required from the Stormwater Fee Reserve and the budget remaining in project #20258 “Cast Iron Watermain Replacement – West Thornhill Phase 3A” in the amount of \$3,623.66 will be returned to the original funding source; and,

6. That a 5-year moratorium be placed on any major servicing and utility installation along restored areas including Morgan Avenue (Yonge St. to Henderson Ave.), Henderson Avenue (Glen Cameron Rd. to 60m north of Clark Ave.) and Clark Avenue (from Henderson Ave. to Johnson St.) and Vanwood Road; and further,

7. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

8.4 2019 SUMMARY OF REMUNERATION AND EXPENSES FOR COUNCILLORS AND APPOINTEES TO BOARDS (7.0)

50

S. Skelcher, ext. 3880

1. That the report titled “2019 Summary of Remuneration and Expenses for Councillors and Appointees to Boards” be received; and,
2. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

9. REGULAR REPORTS - FINANCE & ADMINISTRATIVE ISSUES

9.1 *LICENSING OF PRIVATE TRANSPORTATION COMPANIES (PTCs) AND ASSOCIATED AMENDMENTS TO THE MOBILE LICENSING BY-LAW (2.0)*

54

Note: Report attached.

M. Killingsworth, ext. 2127

1. That the report entitled “Licensing of Private Transportation Companies (PTCs) and Associated Amendments to the Mobile Licensing By-law” be received; and,
2. That the proposed amendments to the Mobile Licensing By-law 2012-92 to add a Schedule 8 (relating to the regulation of Private Transportation Companies (PTCs)) attached as **Appendix “F”** be adopted; and,
3. That the proposed amendments to Schedule 6 of the Mobile Licensing By-law 2012-92 (relating to the Licensing, Regulation and Governing of Taxicab Brokers, Owners and Drivers) attached as **Appendix “G”** be adopted; and,

4. That the proposed amendments to Schedule 4 of the Mobile Licensing By-law 2012-92 (relating to the Licensing and Regulation of Owners and Drivers of Limousines) attached as **Appendix “H”** be adopted; and further,
5. That staff be authorized and directed to do all things necessary to give effect to this resolution.

10. **MOTIONS**

11. **NOTICES OF MOTION**

12. **NEW/OTHER BUSINESS**

*As per Section 2 of the Council Procedural By-Law, "New/Other Business would generally apply to an item that is to be added to the **Agenda** due to an urgent statutory time requirement, or an emergency, or time sensitivity".*

13. **ANNOUNCEMENTS**

14. **ADJOURNMENT**

Information Page

General Committee Members: All Members of Council

General Committee

Chair: Regional Councillor Jack Heath

Vice Chair: Councillor Khalid Usman

Finance & Administrative Issues

Chair: Regional Councillor Jack Heath

Vice Chair: Councillor Khalid Usman

Community Services Issues

Chair: Councillor Karen Rea

Vice Chair: Councillor Isa Lee

Environment & Sustainability Issues

Chair: Regional Councillor Joe Li

Vice Chair: Councillor Reid McAlpine

Land, Building & Parks Construction Issues

Chair: Councillor Keith Irish

Vice Chair: Councillor Andrew Keyes

General Committee meetings are audio and video streamed live at the City of Markham's website.

Alternate formats are available upon request.

Consent Items: All matters listed under the consent agenda are considered to be routine and are recommended for approval by the department. They may be enacted on one motion, or any item may be discussed if a member so requests.

Note: The times listed on this agenda are approximate and may vary; Council may, at its discretion, alter the order of the agenda items.

**Note: As per the Council Procedural By-Law, Section 7.1 (h)
General Committee will take a 10 minute recess after
two hours have passed since the last break.**

**General Committee is scheduled to recess for lunch from
approximately 12:00 PM to 1:00 PM.**



General Committee Minutes

Meeting Number: 3

February 18, 2020, 9:30 AM - 3:00 PM

Council Chamber

Roll Call	<p>Mayor Frank Scarpitti</p> <p>Deputy Mayor Don Hamilton</p> <p>Regional Councillor Jack Heath</p> <p>Regional Councillor Joe Li</p> <p>Regional Councillor Jim Jones</p> <p>Councillor Keith Irish</p> <p>Councillor Alan Ho</p>	<p>Councillor Reid McAlpine</p> <p>Councillor Karen Rea</p> <p>Councillor Andrew Keyes</p> <p>Councillor Amanda Collucci</p> <p>Councillor Khalid Usman</p> <p>Councillor Isa Lee</p>
Staff	<p>Andy Taylor, Chief Administrative Officer</p> <p>Trinela Cane, Commissioner, Corporate Services</p> <p>Brenda Librecz, Commissioner of Community & Fire Services</p> <p>Arvin Prasad, Commissioner Development Services</p> <p>Claudia Storto, City Solicitor and Director of Human Resources</p> <p>Joel Lustig, Treasurer</p> <p>Bryan Frois, Chief of Staff</p> <p>Dave Decker, Fire Chief</p> <p>Alex Moore, Manager of Purchasing & Accounts Payable</p> <p>Sandra Skelcher, Senior Manager, Financial Planning & Reporting</p> <p>Hristina Giantsopoulos, Elections & Council/Committee Coordinator</p>	<p>Alice Lam, Senior Manager, Roads, Survey & Utility</p> <p>Robert Marinzal, Supervisor, Survey, Utility & Right-Of-Way</p> <p>Matthew Keay, Acting Deputy Fire Chief</p> <p>Alex Freeman, Public Education Officer</p> <p>Jackie Dyson, Public Education Officer</p> <p>Adam Grant, Deputy Fire Chief</p> <p>Matthew Vetere, Manager Budgeting</p> <p>Kishor Soneji, Senior Accountant</p> <p>Kevin Ross, Manager, Development Finance & Payroll</p> <p>Michael Blackburn, Senior Communication Advisor</p> <p>Alison Yu, Senior Financial Analyst</p>

1. CALL TO ORDER

The General Committee Meeting convened at the hour of 9:37 AM with Regional Councillor Jack Heath in the Chair. The Committee recessed at 11:37 AM to attend the Black History Month Exhibition in The Great Hall and reconvened after lunch at 1:34 PM.

Councillor Amanda Collucci did not return to General Committee after the break.

Moved by Mayor Frank Scarpitti

Seconded by Councillor Amanda Collucci

1. That the General Committee recess for the Black History Month Exhibition in The Great Hall at 11:37 AM; and,
2. That the General Committee break for lunch after the exhibition and reconvene at 1:30 PM.

Carried

2. DISCLOSURE OF PECUNIARY INTEREST

None disclosed.

3. APPROVAL OF PREVIOUS MINUTES

3.1 MINUTES OF THE NOVEMBER 29, 2019 SPECIAL GENERAL COMMITTEE (16.0)

Moved by Deputy Mayor Don Hamilton

Seconded by Mayor Frank Scarpitti

1. That the minutes of the November 29, 2019 Special General Committee meeting be confirmed.

Carried

3.2 MINUTES OF THE FEBRUARY 3, 2020 GENERAL COMMITTEE (16.0)

Moved by Deputy Mayor Don Hamilton

Seconded by Mayor Frank Scarpitti

1. That the minutes of the February 3, 2020 General Committee meeting be confirmed.

Carried

4. DEPUTATIONS

There were no deputations.

5. COMMUNICATIONS

5.1 YORK REGION COMMUNICATIONS (13.4)

Moved by Councillor Khalid Usman

Seconded by Councillor Isa Lee

1. That the following communications dated January 30, 2020 from York Region be received for information purposes:
 - a. Greater Toronto Area West Transportation Corridor Update
 - b. Automated Speed Enforcement Update

Carried

6. PETITIONS

There were no petitions.

7. PRESENTATIONS - COMMUNITY SERVICES ISSUES

7.1 MARKHAM FIRE & EMERGENCY SERVICES CADET PROGRAM (12.2.6)

Mayor Frank Scarpitti congratulated and introduced three cadets that completed the Markham Fire and Emergency Services Fire CADET Program at Markham District High School and together with Fire Chief Dave Decker presented each of them with a certificate from the City:

- Joshua Fraser
- Daniel Abbate
- Vithushan Jeyaratnam

The Mayor thanked Brenda Librecz, Commissioner of Community and Fire Services, Dave Decker, Fire Chief, and Adam Grant, Deputy Fire Chief for their contributions to this program. He recognized the importance of promoting inclusivity in the community and how this program is valuable in teaching skills that can be applied to any career.

Dave Decker, Fire Chief provided an overview of the program and noted the relevance of this public education and engagement opportunity. He acknowledged the following staff members for their work in this initiative:

- Adam Grant, Deputy Fire Chief;
- Matthew Keay, Acting Deputy Fire Chief;
- Alex Freeman, Public Education Officer; and
- Jackie Dyson, Public Education Officer.

8. PRESENTATIONS - FINANCE & ADMINISTRATIVE ISSUES

8.1 GOVERNMENT FINANCE OFFICERS ASSOCIATION AWARDS (12.2.6)

Sandra Skelcher, Senior Manager, Financial Planning and Reporting addressed the Committee to introduce the Government Finance Officers Association Awards and announced that the City of Markham received the following two prestigious awards:

1. Distinguished Budget Presentation Award; and,
2. Canadian Award for Financial Reporting.

Ms. Skelcher thanked Trinela Cane, Commissioner, Corporate Services, and Joel Lustig, Treasurer for their leadership and the following staff members for their hard work contributing to this achievement: the Financial Planning team, Matthew Vetere, Manager Budgeting, Alison Yu, Senior Financial Analyst, the Financial Reporting team, Kishor Soneji, Senior Accountant, and Michael Blackburn, Senior Communication Advisor.

The Committee congratulated the staff for their commitment and contributions to this significant achievement.

Moved by Councillor Andrew Keyes

Seconded by Councillor Karen Rea

1. That the report dated February 18, 2020 titled “Government Finance Officers Association Awards” be received; and,
2. That the formal presentation of the Distinguished Budget Presentation Award for the annual budget for the fiscal year beginning January 1, 2019 and the Canadian Award for Financial Reporting for the annual financial report for the year ended December 31, 2018 from the Government Finance Officers Association (GFOA) be received.

Carried

9. CONSENT REPORTS - FINANCE & ADMINISTRATIVE ISSUES

9.1 MINUTES OF THE JULY 8, 2019, SEPTEMBER 30, 2019, OCTOBER 28, 2019 AND JANUARY 20, 2020 BOX GROVE COMMUNITY CENTRE BOARD (16.0)

Moved by Councillor Khalid Usman

Seconded by Councillor Amanda Collucci

1. That the minutes of the July 8, 2019, September 30, 2019, October 28, 2019 and January 20, 2020 Box Grove Community Centre Board meeting be received for information purposes.

Carried

9.2 MINUTES OF THE OCTOBER 9, 2019 CANADA DAY CELEBRATION ORGANIZING COMMITTEE (16.0)

Moved by Councillor Khalid Usman

Seconded by Councillor Amanda Collucci

1. That the minutes of the October 9, 2019 Canada Day Celebration Organizing Committee meeting be received for information purposes.

Carried

9.3 MINUTES OF THE NOVEMBER 21, 2019 GERMAN MILLS COMMUNITY CENTRE BOARD (16.0)

Moved by Councillor Khalid Usman

Seconded by Councillor Amanda Collucci

1. That the minutes of the November 21, 2019 German Mills Community Centre Board meeting be received for information purposes.

Carried

9.4 MINUTES OF THE FEBRUARY 28, 2019, JUNE 27, 2019 AND OCTOBER 24, 2019 HEINTZMAN HOUSE BOARD (16.0)

Moved by Councillor Khalid Usman

Seconded by Councillor Amanda Collucci

1. That the minutes of the February 28, 2019, June 27, 2019 and October 24, 2019 Heintzman House Board meeting be received for information purposes.

Carried

9.5 MINUTES OF THE NOVEMBER 21, 2019 MARKHAM ENVIRONMENTAL ADVISORY COMMITTEE (16.0)

Moved by Councillor Khalid Usman

Seconded by Councillor Amanda Collucci

1. That the minutes of the November 21, 2019 Markham Environmental Advisory Committee meeting be received for information purposes.

Carried

9.6 MINUTES OF THE SEPTEMBER 26, 2019 AND DECEMBER 5, 2019 VICTORIA SQUARE COMMUNITY CENTRE BOARD (16.0)

Moved by Councillor Khalid Usman

Seconded by Councillor Amanda Collucci

1. That the minutes of the September 26, 2019 and December 5, 2019 Victoria Square Community Centre Board meeting be received for information purposes.

Carried

9.7 STAFF AWARDED CONTRACTS FOR THE MONTH OF JANUARY 2020 (7.12)

There was discussion on item number three, 254-T-18 Replacement of Electronic Signage System at Selected Fire Stations - Contract Extension. Brenda Librecz, Commissioner Community and Fire Services addressed the Committee to provide information relating to the final phase of implementing an efficient messaging system that can deliver broad public communication to all of the fire stations.

The Committee discussed item number four, 216-T-19 Block Pruning Program - Year 1 of 3. Commissioner Librecz, addressed the Committee to advise that this program is addressing the pruning backlog in years 1 through 3 and will report back with regular progress updates. This program will become a best practice in years 4, 5, 6 and 7 as it is regularized and trees are pruned every 7 years. Ms. Librecz added that areas with mature trees or areas where there is an urgent situation that requires attention will be dealt with first.

Moved by Councillor Karen Rea

Seconded by Deputy Mayor Don Hamilton

1. That the report entitled “Staff Awarded Contracts for the Month of January 2020” be received; and,
2. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

Carried

9.8 2019 INVESTMENT PERFORMANCE REVIEW (7.0)

Moved by Councillor Khalid Usman

Seconded by Councillor Amanda Collucci

1. That the reports dated February 18, 2020 entitled “2019 Investment Performance Review” be received; and,
2. That staff be authorized and directed to do all things necessary to give effect to this resolution.

Carried

9.9 TRANSFER OF UNCLAIMED REFUNDABLE SECURITY DEPOSITS (7.0)

There was discussion relative to unclaimed security deposits and inspections.

Kevin Ross, Development Finance and Payroll, addressed the Committee to provide information relative to the current and potential changes to the security deposit process and the requirements to have a security deposit returned.

Moved by Councillor Reid McAlpine

Seconded by Councillor Alan Ho

1. That the report entitled, “Transfer of Unclaimed Refundable Security Deposits” be received; and,
2. That the Treasurer be authorized to transfer unclaimed security deposits, up to the amount of \$773,000.00, representing deposits placed prior to December 31, 2014 for undertakings, to the Corporate Rate Stabilization Reserve; and,
3. That the cost incurred to place the Public Notice, exclusive of HST, be offset against the refundable security deposits to be transferred to the City’s reserve; and,

4. That the Treasurer be authorized to transfer future unclaimed security deposits to the Corporate Rate Stabilization Reserve; and,
5. That the Treasurer be authorized to release any security deposits, from the Corporate Rate Stabilization Reserve in the event of a future, eligible, refund claim; and further,
6. That staff be authorized and directed to do all things necessary to give effect to this resolution.

Carried

10. PRESENTATIONS - FINANCE & ADMINISTRATIVE ISSUES

10.1 ROADSIDE DITCH ALTERATION POLICY (5.0)

Brenda Librecz, Commissioner Community Services and Fire addressed the Committee and introduced Operations staff Alice Lam, Senior Manager, Roads, Survey and Utility and Robert Marinzal, Supervisor, Survey, Utility and Right of Way who delivered a presentation entitled, Roadside Ditch Alteration Policy.

The Committee discussed the following relative to the presentation and proposed policy:

- What roadside ditches are;
- Where roadside ditches are located;
- The need for this policy to apply consistency in enforcement and approval;
- Storm water management;
- Ponding issues resulting from ditch infills
- Specific site grading constraints determining approval requirements;
- Consideration of other options;
- Practice to follow for previous ditch infills between neighbours;
- How to address resident concerns;
- Current reactive approach and inspection level;
- Recourse for residents that do not agree with the policy;
- Aesthetic appeal of the proposed solution and resident expectations;
- Stagnant water and West Nile Virus concerns;

- Increased attention to be given to rural areas;
- Rural properties on regional roads;
- Opportunity to work with York Region for affected regional roads;
- Bringing City services to urbanize areas that do not have municipal services for example, Cachet Estates;
- Application of the policy to backyard grading; and,
- Impacts on driveway alterations and culverts.

Commissioner Librecz addressed the Committee and noted that this recommendation provides for a more cost effective solution and an effective manner to store and manage storm water than undertaking a major investment to create a new storm water management system and road infrastructure. Staff suggested that this recommendation be implemented to establish a consistent method to address roadside ditches and that it will better protect the City's assets and neighbouring properties. Staff also noted that a roadside ditch location map will be provided to the Committee.

Moved by Councillor Khalid Usman

Seconded by Councillor Amanda Collucci

1. That the report entitled “Roadside Ditch Alteration Policy”, dated February 18, 2020, be received; and,
2. That the presentation entitled “Roadside Ditch Alteration Policy”, dated February 18, 2020, be received; and,
3. That Council adopt the Roadside Ditch Alteration Policy, as presented in “Attachment “A””; and,
4. That Council approve amendments to the Road Occupancy By-law 2018-109 as deemed necessary by the City Solicitor and the Commissioner of Fire and Community Service to implement the Roadside Ditch Alteration Policy; and,
5. That the ditch restoration program be implemented starting in year 2021; and further,
6. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

Carried

11. MOTIONS

11.1 CREATING A COMPETITIVE ECONOMY / RAIL INTEGRATED COMMUNITIES (RICs) (5.0)

Regional Councillor Jim Jones addressed the Committee to introduce this motion from the February 11, 2020 Special Development Services Meeting and deliver a presentation entitled, Creating a Competitive and Affordable Economy, Harnessing Technology With The Build Form and Infrastructure.

The Committee discussed the following considerations relative to the presentation that suggested electric train service, altering the size of GO Transit train platforms, increasing the frequency of GO Transit trains, and creating additional stops along the Stouffville Go Transit line:

- Feasibility of elevated tracks along Main Street Markham;
- Current utilization of trains and tracks;
- Consideration of express trains;
- Clarification on where certain responsibilities lie with respect to increasing ridership and intensification planning;
- Public Private Partnership collaboration to undertake the initiative;
- Inclusion of the Steeles Avenue and Ninth Line area in this plan; and,
- Consideration for community consultations.

Moved by Regional Councillor Jim Jones

Seconded by Regional Councillor Joe Li

Whereas City of Markham planning strives to create complete, mixed-use, high-density, Rail Integrated Communities (RICs) at its rail stations as part of its development objectives to create a competitive and balanced economy, high quality of life, walkable communities, reduced commuter times, reduced gridlock, and reduced carbon footprint; and,

Whereas Rail Integrated Communities (RICs) are key to changing development patterns by creating mixed-us high-rise communities at GO Transit, subway and 407 Transitway stations; and,

Whereas Rail Integrated Communities (RICs) present the opportunity to incorporate 20 per cent affordable housing into these areas by re-purposing the 407 hydro corridor transmission lands and GO Transit station parking lots; and,

Whereas Rail Integrated Communities (RICs) allow the development of autonomous vehicle First Mile/Last Mile strategy at transit stations; and,

Whereas the Province of Ontario has indicated that future GO Transit, subway, and 407 Transitway development will be based on re-purposing the lands to their highest and best use in partnership with the private sector development industry, investors, and pension funds; and,

Whereas Vancouver's Canada Line currently has 150,000 boardings per day with two-car driverless electric trainsets, 40-50m station platforms, and a frequency of 18 trains per hour; and,

Whereas the Richmond Hill GO line has 10,500 boardings per day with 10 car double-decker trainsets; and,

Whereas the Stouffville and Barrie GO lines have 18,000 boardings per day with 12-car double-decker trainsets with 300m station platforms; and further,

Whereas the GO rail transit network is an underperforming government asset, as almost all of the GO stations in the Greater Toronto Area (GTA) are predominantly parking lots filled with cars that significantly contributed to the 11 billion dollars of lost economic productivity by gridlock, and the GO Transit network does not have enough stations surrounded by office, retail, and residential development nor enough frequency of rail transit service, and each GO Transit corridor should be planned to achieve ridership of 200,000 boardings per day for the Stouffville, Richmond Hill, and Barrie lines;

Therefore, be it resolved:

1. That current and future stations in the three GO rail transit corridors in York Region be strategically planned as complete Rail Integrated Communities (RICs) (i.e., as scalable, attractive rail integrated communities throughout York Region that could include district energy, central garbage collection systems, utility corridors, Internet of Things, and urban vertical farming which could create communities that reduce the cost of living by 20-30 per cent); and,
2. That the Government of Ontario and Metrolinx be requested to support the re-purposing of the GO Transit lines throughout York Region, transitioning them to more subway-style services with shorter electric trainsets, shorter station platforms, more rail stations with a frequency of 3-5 minutes service in peak times and 6-12 minute service in non-peak times; and,

3. That Metrolinx be requested to complete upgrades to the GO rail network, allowing all Rail Integrated Communities (RICs) to have similar functionality, scalability, and be spatially planned; and,
4. That all station areas included in the attached rail transit station map be included in York Region's Municipal Comprehensive Review; and,
5. That financing for these stations be from development charges, up-zoning, re-purposing land, condo transit fee uplift, investors, pension fund investments, and Tax Increment Financing (TIF); and,
6. That the Province of Ontario be requested to support the development of scalable, Rail Integrated Communities (RICs) throughout York Region; and,
7. That a copy of this resolution be forwarded to the councils of the City of Richmond Hill and City of Vaughan for their endorsement and partnership in achieving these objectives; and further,
8. That a copy of this resolution be forwarded to:
 - a. the Honourable Doug Ford, Premier of Ontario;
 - b. the Honourable Christine Elliott, Deputy Premier and Minister of Health;
 - c. the Honourable Rod Phillips, Minister of Finance;
 - d. the Honourable Victor Fedeli, Minister of Economic Development, Job Creation and Trade;
 - e. the Honourable Stephen Lecce, Minister of Education;
 - f. the Honourable Caroline Mulroney, Minister of Transportation & Francophone Affairs;
 - g. the Honourable Jeff Yurek, Minister of the Environment, Conservation and Parks;
 - h. the Honourable Greg Rickford, Minister of Energy, Mines, Northern Development and Indigenous Affairs;
 - i. the Honourable Todd Smith, Minister of Children, Community and Social Services;
 - j. the Honourable Steve Clark, Minister of Municipal Affairs and Housing;
 - k. the Honourable Laurie Scott, Minister of Infrastructure Ontario;
 - l. all Members of Parliament and Members of Provincial Parliament in the Regional Municipality of York; and,

m. the Council of the Regional Municipality of York.

Carried

12. NOTICES OF MOTION

There were no notices of motion.

13. NEW/OTHER BUSINESS

There was no new or other business.

14. ANNOUNCEMENTS

There were no announcements.

15. CONFIDENTIAL ITEMS

Moved by Regional Councillor Jim Jones

Seconded by Regional Councillor Joe Li

That, in accordance with Section 239 (2) of the Municipal Act, General Committee resolve into a confidential session at 1:44 PM to discuss the following matters:

Carried

15.1 FINANCE & ADMINISTRATIVE ISSUES

**15.1.1 GENERAL COMMITTEE CONFIDENTIAL MINUTES -
JANUARY 20, 2020 (16.0) [Section 239 (2) (a) (b) (c) (e) (f)]**

General Committee confirmed the January 20, 2020 confidential minutes.

**15.1.2 PERSONAL MATTERS ABOUT AN IDENTIFIABLE
INDIVIDUAL, INCLUDING MUNICIPAL OR LOCAL BOARD
EMPLOYEES (COLLECTIVE BARGAINING) (11.0) [Section 239
(2) (b)]**

Moved by Regional Councillor Joe Li Seconded by Councillor Isa Lee

That the General Committee Confidential Session adjourn at 2:35 PM.

16. ADJOURNMENT

Moved by Regional Councillor Joe Li

Seconded by Councillor Isa Lee

That the General Committee meeting adjourn at 2:36 PM.

Carried

From: Regional Clerk

Sent: February 24, 2020 10:13 AM

Subject: Regional Council Decision - Bylaw No. 2020-03 (A Bylaw to Prohibit or Regulate Parking and Stopping on Regional Roads)

CAUTION: This email originated from a source outside the City of Markham. **DO NOT CLICK on any links or attachments, or reply unless you recognize the sender and know the content is safe.**

On January 30, 2020 Regional Council approved and enacted Bylaw No. 2020-03 (A bylaw to amend Bylaw No. 2017-37 to prohibit or regulate parking and stopping on Regional roads). A copy is attached for your information.

Regards,

Christopher Raynor | Regional Clerk, Office of the Regional Clerk, Corporate Services

The Regional Municipality of York | 17250 Yonge Street | Newmarket, ON L3Y 6Z1
1-877-464-9675 ext. 71300 | christopher.raynor@york.ca | york.ca

Our Mission: **Working together to serve our thriving communities – today and tomorrow**

THE REGIONAL MUNICIPALITY OF YORK

BYLAW NO. 2020-03

A bylaw to amend Bylaw No. 2017-37
to prohibit or regulate
parking and stopping on Regional roads

WHEREAS the Corporation of the Town of Newmarket has implemented a system of administrative penalties regarding the contravention of any bylaw respecting the parking, standing, or stopping of vehicles within the geographic area of the Town of Newmarket;

AND WHEREAS the Council of The Regional Municipality of York wishes to permit the Town of Newmarket to enforce this bylaw within the geographic area of the Town of Newmarket by imposing fees or charges in connection with the administration of a system of administrative penalties;

NOW THEREFORE, the Council of The Regional Municipality of York hereby enacts as follows:

1. Bylaw No. 2017-37 is hereby amended by:

(a) adding the following definitions to Section 1.1, in alphabetical order:

“adjudication fee” means an administrative fee as set out in Schedule F.2 to this bylaw, which may be imposed on a person with respect to any decision regarding a penalty notice issued to that person for a contravention of a provision of this bylaw within the geographic area of the Town of Newmarket and that is upheld by a hearing officer after a review by a hearing officer;

“early payment amount” means the amount that is equal to the administrative penalty amount applicable to a contravention of a provision of this bylaw within the geographic area of the Town of Newmarket as set out in Schedule F.1 to this bylaw, less twenty-five percent (25%);

“MTO plate denial fee” means an administrative fee as set out in Schedule F.2 to this bylaw, with respect to notifying the Ministry for the purpose of denying renewal of a vehicle permit;

“MTO registered owner search fee” means an administrative fee as set out in Schedules E.2, F.2, G.2, and H.2 to this bylaw, with respect to any search of the records of the Ministry to determine the registered owner of a vehicle;

- (b) deleting the definition of **“hearing non-appearance fee”** from Section 1.1 and replacing it with:
“hearing non-appearance fee” means an administrative fee, as set out in Schedules E.2, F.2, G.2 and H.2 to this bylaw, with respect to a person’s failure to appear at the time and place scheduled for a review before a hearing officer;
- (c) deleting the definition of **“late payment fee”** from Section 1.1 and replacing it with:
“late payment fee” means an administrative fee, as set out in Schedules E.2, F.2, G.2 and H.2 to this bylaw, with respect to a person’s failure to pay an administrative penalty within the time limit for payment set out in the penalty notice;
- (d) deleting the definition of **“MTO Fee”** from Section 1.1 and replacing it with:
“MTO fee” means an administrative fee, as set out in Schedules E.2, F.2, G.2 and H.2 to this bylaw, with respect to any search of the records of the Ministry, any inquiry to the Ministry, or any notice to or communication with the Ministry, and includes but is not limited to the MTO plate denial fee and the MTO registered owner search fee;
- (e) deleting the definition of **“Ministry”** from Section 1.1 and replacing it with:
“Ministry” means the Ontario Ministry of Transportation and any successor ministry or related authority;
- (f) deleting the definition of **“Provincial Offences Act”** from Section 1.1 and replacing it with:
“Provincial Offences Act” means the *Provincial Offences Act*, R.S.O. 1990, c. P.33, as amended, and the regulations made under that Act;
- (g) deleting the definition of **“screening non-appearance fee”** from Section 1.1 and replacing it with:
“screening non-appearance fee” means an administrative fee, as set out in Schedules E.2, F.2, G.2 and H.2 to this bylaw, with respect to a person’s failure to appear at the time and place scheduled for a review before a screening officer;
- (h) deleting “the Town of Newmarket,” from Section 10.1;
- (i) inserting “the Town of Newmarket,” immediately after “the City of Markham,” in Section 10.2;

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- (j) inserting "F.1" immediately after "E.1," in Sections 10.2 and 14.2;
- (k) inserting the following Section 10.3:
 - 10.3 Where an officer has issued a penalty notice to a person with respect to a contravention of any provision of this bylaw within the geographic area of the Town of Newmarket, that person may pay the early payment amount instead of the full administrative penalty amount, provided the early payment amount is received by the Town of Newmarket within fifteen (15) calendar days from the date of issue of the penalty notice in accordance with Town of Newmarket's Bylaw number 2019-62, as may be amended or replaced from time to time.
- (l) deleting "the Town of Newmarket" from Section 11.1;
- (m) inserting "the Town of Newmarket" immediately after "the City of Markham," in each of Sections 12.1, 12.2, 12.3, 14.1, and 14.2;
- (n) inserting the following Section 13.4:
 - 13.4 For the purposes of Sections 15 and 16 of this bylaw, the screening officers and hearing officers appointed by the Town of Newmarket pursuant to the Town of Newmarket Bylaw 2019-62, as amended or replaced from time to time, are hereby appointed as screening officers and hearing officers respectively of the Region for the geographic area of the Town of Newmarket with respect to this bylaw.
- (o) changing the numbering of Section 14.6 to Section 14.7;
- (p) inserting the following Section 14.6:
 - 14.6 A penalty notice issued in the geographic area of the Town of Newmarket shall contain the information as specified in the Town of Newmarket Bylaw number 2019-62, as amended or replaced from time to time, and shall be served in accordance with the provisions of said bylaw for any contravention of this bylaw within the geographic area of the Town of Newmarket.
- (q) changing the numbering of Section 15.5 to Section 15.6;
- (r) inserting the following as Section 15.5:
 - 15.5 The provisions of the Town of Newmarket Bylaw number 2019-62, as amended or replaced from time to time, governing the review by a screening officer, apply to a review by a screening officer under this bylaw within the geographic area of the Town of Newmarket.
- (s) changing the numbering of Section 16.5 to Section 16.6;
- (t) inserting "F.2." immediately after "E.2," in Sections 15.6, 16.6, 19.3, and 19.4;

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- (u) inserting the following Section 16.5:
 - 16.5 The provisions of the Town of Newmarket Bylaw number 2019-62, as amended or replaced from time to time, governing the review by a hearing officer, apply to a review by a hearing officer under this bylaw within the geographic area of the Town of Newmarket.
 - (v) inserting the following Section 17.4:
 - 17.4 The provisions of the Town of Newmarket Bylaw number 2019-62, as amended, supplemented, or replaced from time to time, governing the service of documents, apply to the service of administrative penalty documents under this bylaw within the geographic area of the Town of Newmarket.
 - (w) amending “Town of Richmond Hill” in each instance to “City of Richmond Hill”, with all necessary grammatical changes;
 - (x) inserting the attached Schedule F.1 as Schedule F.1; and
 - (y) inserting the attached Schedule F.2 as Schedule F.2.
2. Any proceeding commenced under Bylaw numbers 2017-37, R-1102-96-100, R-1102(v)-1998-118, R-1378-2003-074, R-1102(av)-2005-041, 2010-74 or 2012-49, as amended, before this bylaw came into force shall be continued and finally disposed of in accordance with the provisions of that bylaw.

ENACTED AND PASSED on January 30, 2020.

Regional Clerk

Regional Chair

Authorized by Clause 6 in Report No. 8 of the Committee of the Whole dated April 25, 2017, adopted by Regional Council at its meeting on May 25, 2017.

SCHEDULE F.1
NEWMARKET – ADMINISTRATIVE PENALTIES

Column 1	Column 2 Designated Provisions	Column 3 Short Form Wording	Administrative Penalty Amount
1.	3.1(a)	in such a manner as to obstruct a sidewalk	\$40.00
2.	3.1(a)	in such a manner as to obstruct a crosswalk	\$40.00
3.	3.1(a)	in such a manner as to obstruct a private entrance	\$40.00
4.	3.1(b)	within three (3) metres of a fire hydrant	\$100.00
5.	3.1(c)	on or within 100 metres of a highway overpass or underpass bridge	\$50.00
6.	3.1(d)	within nine (9) metres of an intersection	\$50.00
7.	3.1(e)	within fifteen (15) metres of a signalized intersection	\$50.00
8.	3.1(f)	within fifteen (15) metres of a railway crossing	\$40.00
9.	3.1(g)	in a position or place that prevents or is likely to prevent the removal of any vehicle already parked on the highway – double parked	\$50.00
10.	3.1(h)	for greater than three hours	40.00
11.	3.2	interfere with the clearing of snow.	\$150.00
12.	4.1(a)	disobey a “no parking” sign	\$50.00
13.	4.1(b)	in a fire route	\$50.00
14.	4.1(c)	in a school zone at prohibited times	\$40.00
15.	5.1	on the wrong side of a highway	\$40.00
16.	6.1	park on highway during prohibited time	\$40.00
17.	7.1	park on highway in excess of the maximum time permitted	\$40.00
18.	7.1	park on highway during restricted time	\$40.00
19.	8.1	Stop on highway during prohibited time	\$40.00
20.	9.1	accessible parking	\$300.00

SCHEDULE F.2
NEWMARKET – ADMINISTRATIVE FEES

Item	Amount
Adjudication fee	\$25.00
Late payment fee	The amount that is twenty-five percent (25%) of the applicable administrative penalty amount
Screening non-appearance fee	\$50.00
Hearing non-appearance fee	\$100.00
MTO registered owner search fee	\$10.00
MTO plate denial fee	\$20.00



MARKHAM-MILLIKEN CHILDREN'S FESTIVAL COMMITTEE

October 23, 2019

Markham Civic Centre – Canada Room

5:30pm

Attendance

Members:

Councillor Amanda Collucci
Councillor Isa Lee
Jim Motton
Chelliah Killivalavan
Tasha Shahamat-Manesh
Chelsea Wang
Quiddie Cheung
Rabiah Usman
Veronica Siu
Phoebe Ho
Kitty Leung
Sunil Channan

Brieanna Gabbard, Recreation

Regrets:

Councillor Khalid Usman
Jermiah Vuejaratnam
Melissa Nicholas
Prem Kapur
Diana Mousavi
Craig Breen, Operations
Michael Blackburn
Farwa Jafri
Andrea Berry, Communications
Brieanna Gabbard, Recreation
Ragavan Paranchoothy, Communications

Staff:

Rebecca Cotter, Communications
Trinela Cane, Commissioner of Corporate Services
Emma Girad, Communications
Renee Zhang, Communications
Jing Yu, Corporate Communication Representative
Yvonne Lord Buckley, Corporate Communication Representative

The meeting of the Markham-Milliken Children's Festival Committee convened at 5:30 pm with Councillor Lee presiding as Chair.

1. Adoption of the amended Minutes of August 21st, 2019 meeting of the Markham-Milliken Children's Festival Committee.

Markham-Milliken Children's Festival Committee
October 23, 2019

Moved By: Pheobe Ho
Seconded By: Jim Motton

That the Minutes of the August 21st, 2019 meeting of the Markham-Milliken Children's Festival Committee be adopted.

Carried.

2. Committee Debrief of Markham Milliken Children's Festival 2019

a. General Feedback

- Weather at the festival played a large part in the festival being a success.
- In general, the committee was satisfied with the result of the festival.
- At the festival, staff gave out surveys to 100 respondents, the following are the results:
 - 58% - of respondents were aged 36-50 years old;
 - 54% - of respondents were first time attendees of the event;
 - 46% - of respondents indicated that 'inflatables' were the main reason for attending; and
 - 84% - of respondents rated the event 'very enjoyable' or 'enjoyable'.

b. Finance/Budget Update

- Total play-all-day passes that were sold advance of the event were 686.
- Total play all day passes sold the day of the festival were 1475.
- There were approximately 10, 000 guests in attendance.
- 2019 expenses were greater compared to 2018 however, the 2019 net surplus was greater than the 2018 deficit.

c. Sponsorship

- Sponsorship played a large role in the success of the 2019 committee. Sponsorship packages will also go out next year.

d. Staging and Entertainment

a. Main Stage

- Tasha informed the committee that there were some issues at the indoor stage. One issue was that the community group presentations were sometimes late for their scheduled time, next year it may benefit to have a rehearsal.

b. Fun under the Sun Gazebo

- Jim Motton said that there were two speakers facing one direction, they could have been reconfigured for better crowd interaction next year.

Markham-Milliken Children's Festival Committee
October 23, 2019

- c. Free activities
 - Free activities zone went well, some volunteers were more motivated than others. The committee noted that the button making zone was popular.
- e. Operations
 - a. Roads, parking, shuttle etc.
 - Parking was an issue for both vendors and performers. Parking enforcement was very lax with allowing people to park in the lot, resulting in some performers unable to find parking and showing up late.
 - Parking improvements/plan will be an item on next year committee's agenda.
 - The drop off zone was constantly busy throughout the day.
 - b. Safety and First Aid
 - No major issues with safety or first aid. Extra security guards were hired this year. Next year the committee will look at hiring additional safety staff for parking enforcement.
 - Lost child protocol worked extremely well, all lost children were reunited very quickly.
 - c. Site Map and Lay out
 - Site map worked to ensure all of the grounds were used throughout the site area.
 - One common complaint from attendees were the long line-ups for the inflatable rides.
 - The zip-line inflatable was the most popular inflatable, and the line was upwards of 3 hours at peak. Moving forward the committee should be mindful of the quantity of inflatables, the age group they are targeted towards and the turnaround time of each inflatable ride.
 - Perhaps next year there could be a sign that shows the wait time for an inflatable ride.
 - Trinela Cane brought up the idea of having entertainment like mascots, for those waiting in lines.
- f. Vendors and Volunteers
 - Lunch turnover is a typical challenge, where volunteers leave for lunch and sometimes don't return.
 - Some volunteers preferred to not have the provided lunch rather, they wanted to go to the food trucks.
 - There was a general consensus amongst the committee that a different catering option for lunch should be investigated for next year.

Markham-Milliken Children's Festival Committee
October 23, 2019

- Approximately a total of 75 volunteers.
- g. Communication/Advertising/Website Lessons Learned/2020 Opportunities
 - Communications put forth a lot of initiatives for the 2019 festival. For the 2020 festival communications will try to leverage media partners for sponsorship and support.
- h. Committee decisions required
 - a. 2020 event date
 - Tentative date: Second last weekend of August. (Aug, 22, 2019)

A Motion was put forth to determine the date of the 2020 Markham Milliken Children's Festival:

That the date for the 2020 festival be set as August 22, 2020.

Moved by: Chelsea Wang

Seconded by: Jim Motton

Carried

- i. 2020 vendor fee prices
 - The Canada day committee determined that the fee for the booth and food trucks remain at \$400 for the 2020 event.
 - This may be an opportunity to standardize the food truck and food booth fee for the 2020 Children's Festival at \$400 each, which would increase booth fee by \$50 and reduce the truck fee by \$100.
 - This may be an opportunity to bring more vendors and trucks to the festival.
 - The fees for not-for profit trucks/vendors will remain at \$200.

3. Other Business

- None

4. Future Meetings

- Meeting for the planning of the 2020 Markham-Milliken Children's Festival are recommended to be scheduled as follows:
 - February 2020
 - March 2020
 - April 2020
 - May 2020
 - June 2020
 - July 2020

Markham-Milliken Children's Festival Committee

October 23, 2019

- August 2020 – Meeting 1
- August – Volunteer Training Session TBD
- August – Meeting 2 (potential)

The following Motion was put forth regarding budgeting for the 2020 Markham Milliken Children's Festival:

That the Markham Milliken Children's Festival Committee give approval for committee members to secure goods and services for 2020 in line with the 2019 Children's Festival budget. The budget will be revised in 2020 based on committee approval to reflect projected revenue and costs.

Moved By: Jim Motton

Seconded: Quiddie Cheung

Carried

5. Adjournment

The Markham-Milliken Children's Festival Committee be adjourned at 7:00 pm.

AGENDA 2.1

MARKHAM PUBLIC LIBRARY BOARD

Regular Meeting

Minutes of Regular Meeting held on Monday, January 27, 2020 7:05 p.m., Markham Village Library, Program Room, 6031 Highway 7 East L3P 3A7

Present from Board: Mrs. Lillian Tolensky
Mr. Alick Siu
Mr. Ben Hendriks
Ms. Margaret McGrory
Mr. Anthony Lewis
Mr. David Whetham
Mr. Raymond Chan
Mr. Edward Choi
Mr. Councillor Keith Irish (from 3.0)

Youth Representative: Ms. Timea Gergely

Guest: Ms. Urszula Jambor

Present from Staff: Mrs. Catherine Biss, CEO & Secretary-Treasurer
Mrs. Diane Macklin, Director, Community Engagement
Ms. Debbie Walker, Director, Library Strategy & Planning
Mr. Shaun McDonough, Research Analyst
Mr. Patrick Pan, Manager, Facilities & Workplace Safety
Mr. David Zambrano, Organizational Transformation Manager
Mrs. Susan Price, Board Secretary

Regrets: Councillor Andrew Keyes
Mrs. Pearl Mantell
Mr. Jay Xie
Mr. Les Chapman
Deputy Mayor Don Hamilton
Ms. Iqra Awan

1.0 **Call to Order/Approval of Agenda**

Mrs. Catherine Biss, CEO called the meeting to order at 7:05 p.m.

Moved by Mrs. Lillian Tolensky
Seconded by Mr. Anthony Lewis

Resolved that the agenda be approved.

Carried.

AGENDA 2.1**1.1 Election of Board Chair and Vice-Chair:**

The CEO invited nominations for the position of Chair.
 Mrs. Lillian Tolensky nominated Mr. Alick Siu for the position of Chair.
 Mr. Alick Siu accepted the nomination.
 Mr. Edward Choi seconded the nomination.

There were no other nominations for the position of Chair. Nominations for the position of Chair were closed.

Moved by: Mr. Edward Choi
 Seconded by: Mr. Raymond Chan

Resolved that the nominations for the position of Chair be closed and that Mr. Alick Siu is hereby elected to the position of Chair for the term ending January 2021.

Carried.

Mr. Siu thanked the Board for their support and former Chair Ben Hendriks for all the advancements made over the past three years under his guidance and listed some of the many MPL accomplishments.

The CEO invited nominations for the position of Vice-Chair.
 Mr. Alick Siu nominated Ms. Margaret McGrory for the position of Vice-Chair.
 Ms. Margaret McGrory accepted the nomination.
 Mr. Ben Hendriks seconded the nomination.

There were no other nominations for the position of Vice-Chair. Nominations for the position of Vice-Chair were closed.

Moved by: Mrs. Lillian Tolensky
 Seconded by: Mr. Anthony Lewis

Resolved that the nominations for the position of Vice-Chair be closed and that Ms. Margaret McGrory is hereby elected to the position of Vice-Chair for the term ending January 2021.

Carried.

The Chair, Mr. Alick Siu presided over the remainder of the meeting starting at 7:12 p.m.

Mr. Ben Hendriks thanked the Board and Staff for their support for his position as Chair over the previous three years.

1.2 Confirmation of the Results of the Election of Chair and Vice-Chair:

Moved by Mr. Edward Choi
 Seconded by Mr. Raymond Chan

Resolved that the election of Mr. Alick Siu to the position of Chair held at the First Meeting January 27, 2020 be confirmed and that Mr. Alick Siu be appointed as Chair for the term ending January 2021.

AGENDA 2.1

And that the election of Ms. Margaret McGrory to the position of Vice-Chair held at the First Meeting January 27, 2020 be confirmed and that Ms. Margaret McGrory be appointed as Vice-Chair for the term ending January 2021.

Carried.

1.3 **Declaration of Conflict of Pecuniary Interest**

None.

The CEO, Catherine Biss asked to use this opportunity to introduce our guest Ms. Urszula Jambor, Library Manager at Vaughan Civic Centre Resource Library.

1.4 **Delegation**

None.

1.5 **Chair's Remarks:**

CHAIR'S INDIGENOUS LAND ACKNOWLEDGMENT

Before we begin today's meeting, we would like to acknowledge the traditional lands as described by the Williams Treaties of 1923 that we are grateful to have the opportunity to gather on today.

We acknowledge our presence on the traditional territory of many Indigenous Nations who have and continue to call this territory home including the Wendat, Anishnabek Nation, the Haudenosaunee Confederacy, the Mississaugas of Lake Scugog, Rice Lake and Mud Lake and Alderville First Nation.

Mr. Siu introduced "guest" staff members, David Zambrano, Patrick Pan and Shaun McDonough.

The Chair acknowledged that he was not as familiar with Indigenous affairs as the former Chair but did have other areas of expertise which led to a discussion on the current situation with the Corona virus. Mr. Siu gave a summary of the research on the new virus and ways for citizens to diminish their risk of contagion. Current guidelines advise diligent handwashing and sanitizing and avoiding touching one's face.

2.0 **Approval of Minutes:**

2.1 **Library Board Minutes December 16, 2019**

Moved by Mr. Anthony Lewis
Seconded by Mrs. Lillian Tolensky

Resolved that the minutes of the December 16, 2019 Library Board Meeting be confirmed.

Carried.

2.2 **Consent Agenda:**

Moved by Mr. Raymond Chan
Seconded by Ms. Margaret McGrory

AGENDA 2.1

Resolved that the Consent Agenda comprising Agenda items 2.2 to 2.4.7 and the same are hereby approved as written and the CEO of the Library is hereby authorized and directed to take such action that may be necessary to give effect to the recommendations as therein contained:

- 2.3 Declaration of Due Diligence by the CEO
- 2.4 Communication and Correspondence:
 - 2.4.1 **yorkregion.com: death becomes her: Coordinator brings death talk to Aurora public library**
<https://www.yorkregion.com/community-story/9769209-death-becomes-her-co-ordinator-brings-death-talk-to-aurora-public-library/>
 - 2.4.2 **Toronto Star: Brampton kids borrow fine-free books**
 - 2.4.3 **snapd.markham.com**
<https://markham.snapd.com/events/view/1292673>
 - 2.4.4 **singtao.ca: Upcoming workshop**
<https://dushi.singtao.ca/toronto/upcoming-workshop>
 - 2.4.5 **yorkregion.com**
<https://www.yorkregion.com/whatson-story/9811778-top-25-most-borrowed-books-from-markham-public-library-in-2019/>
 - 2.4.6 **yorkregion.com: “Kind Souls” : Markham mother, daughter on ill-fated Iran flight remembered**
<https://www.yorkregion.com/news-story/9805925--kind-souls-markham-mother-daughter-on-ill-fated-iran-flight-remembered/>
 - 2.4.7 **Toronto Star: They’re the “beating hearts” of the city’s neighbourhoods**

Carried.

There were some comments on Item 2.4.2” kids borrow fine-free” and the Vice-Chair commented on Item 2.4.7 an excellent article in the Toronto Star.

3.0 **CEO’s Highlights:**

The Chair asked the CEO to comment on the Highlights. Mrs. Biss commented that they were a little lighter than usual and commented on the **Trends** section which addresses the effects that poverty has on the development of children which may impact their entire lives. Recent research confirms a strong correlation between socio-economic status and academic performance. Parents who may be struggling and/or working multiple jobs likely will not have time or resources to provide extra help such as tutors that kids from middle to upper class families may have access to. This may have short and long-term effects on children’s school performance, confidence, self-worth and interest and engagement in school over their lifetime. Among the issues are:

- Language Development
- Reading with Kids at Home
- Summer Reading Loss
- Less Support for Children with Learning Difficulties and Developmental issues

AGENDA 2.1

Youth representative Timea mentioned a child she encountered at the library whose parents were out of work and as they had no resources at home the library was his safety net.

There were comments on the increase in new memberships (yearly statistical report) and the CEO explained that was due to programs, outreach to newcomers, growth in the community and younger families. The library has done a lot of outreach ensuring the community knows the great things the library has to offer.

Moved by Ms. Margaret McGrory
Seconded by Mr. Edward Choi

Resolved that the report entitled “CEO’s Highlight’s January 2020” be received.

Carried.

4.0 Annual Monthly Policy Review

4.1 Policy Governance Wording Review

The Chair explained that there was only one amendment to policy.

Moved by Mrs. Lillian Tolensky
Seconded by Mr. Ben Hendriks

Resolved that the Board has reviewed the policies under Policy Governance: Governance Process GP-1 to GP-2k, Board-CEO Linkage BCL-1 to BCL-2e and Executive Limitations EI-2a to EL-2j and approves them (BCL -2e Chief Executive Office Performance review #7 and #8) as revised.

Carried.

4.2 Board-CEO Linkage BCL-2e Policy: Chief Executive Officer Performance Review

Mr. Siu explained to the Board that they should review the paperwork and review the Ends report and the CEO Summary which will be in the February Board package and be prepared to discuss at the in camera meeting next month.

Former Chair Ben Hendriks offered to pass on communications from prior years.

Moved by Mr. Anthony Lewis
Seconded by Mrs. Lillian Tolensky

Resolved that the Board receive the BCL-2e Chief Executive Performance Review Policy documentation in preparation for the February In Camera Performance Review meeting.

Carried.

5.0 Internal Monitoring Reports:

(Compliance list of internal monitoring reports and discussion led by members)

AGENDA 2.1

5.1 **Executive Limitations/Internal Monitoring Reports Schedule 2020**

The Chair asked the Board to review the schedule and if they cannot attend a meeting they have been assigned, to let the Board Secretary know.

Moved by Mr. David Whetham
Seconded by Mr. Ben Hendriks

Resolved that the “executive Limitations/Internal Monitoring Reports Schedule 2020” be received.

Carried.

6.0 **Ends:**

6.1 **Annual Ends Report**

Staff explained that this is an annual report of library activities that serve to achieve the Board's targeted “ends”.

The Chair asked if programs were adapted for individuals with special needs and staff responded that several programs have been adapted to individual needs. He also inquired if there were any other opportunities supporting those individuals and staff responded that they had developed some volunteer opportunities.

Moved by Mr. Raymond Chan
Seconded by Mrs. Lillian Tolensky

Resolved the Annual Ends Report be received.

Carried.

7.0 **Governance:**

7.1 **Update from OLBA-Ben Hendriks**

Mr., Hendriks advised the Board that it would be a busy week with various board meetings, the OLA Super Conference and the OLBA Boot Camp on Saturday.

Issues and lack of knowledge about what the library is here for has created problems with relationships with municipalities. OLBA will be working closely with municipalities in order to solidify relationships and follow up with support. Where OLBA can, they will help library boards to start the conversation with local Councillors.

OLBA Regional representatives will be challenged to connect with their local Boards.

OLBA is working with organizations FOPL, OLS-North, SOLS, OLA, looking to better understand the “gaps” and money issues.

7.2 **Proposed Changes to By-Law 4: Board Meetings**

AGENDA 2.1

Mr. Siu explained that in order to make changes to the meeting schedule we would need to adjust the by-law.

There was lots of discussion, Councillor Irish suggested that Staff come back to the Board with a report and recommendations on changing the number and timing of the meetings.

Moved by Ms. Margaret McGrory
Seconded by Mr. Anthony Lewis

Resolved that the Board approve the proposed changes to By-law 4.4 “Regular Meetings” reducing the minimum number of scheduled meetings from ten to seven as proposed in Bill 132 and approved by the Ontario Government.

Carried.

8.0 Ownership Linkage:

8.1 Input from Board Members

There were some questions on the “University and College Fairs” which staff clarified and the Chair asked about Trivia Night.

The Chair clarified that this agenda item is used as an opportunity for Board members to report on events they had attended relevant to the Library.

9.0 Board Advocacy:

9.1 Markham Public Library Board 2020 Annual Agenda

Mr. Choi suggested that “print” within the Board package be in black and white. This will be done when and if possible.

Moved by Mr. Edward Choi
Seconded by Mr. Ben Hendriks

Resolved that the report “Markham Public Library Board 2020 Annual Agenda” be received.

Carried.

10.0 Education:

10.1 Strategic Planning; Update January 2020

Staff began the presentation by listing 2019 accomplishments including:

- Integrated Leisure Master Plan 2019 completed and approved
- Innovative Programming through Community Partnerships
- Venue for Civic Engagement, Learning Opportunities and Social Interaction
- Innovation in Library Content (non-traditional materials) through partnerships
- Innovative Partnerships with other jurisdictions to improve services-a key strategy of both the 2019 ILMP and the City’s BMFT Updates
- Continuous Improvement for Core Services-Content, Service Hours
- Laying the Foundation for the Future

AGENDA 2.1

Building Markham's Future Together (BMFT) 2020 to 2023-Major Initiatives MPL Will Lead in 2020

- Library Strategic Planning
- Implementation of 2019 ILMP
- Markham Centre Community Consultation
- Library Content Plan Update
- Library Makerspace: Music Creation and Musical Instruments Lending
- Markham Brain Project-Brain Health for Older Adults: Dementia Theme
- Library eCards
- Mobile printing Solution at Library Branches
-

Building Markham's Future Together (BMFT) 2020 to 2023-Major Initiatives MPL Will Support in 2020

- Update Markham's Diversity Action Plan
- User fee Assistance Policy
- Older Adult Plan-Dedicated Website for Seniors
- Older Adult Plan-Status Update
- Community Hub Model Expansion
- Implement Digital Markham strategy priorities-Update Markham Centre Secondary Plan
- Other Secondary Plans

The "Wild Card"

A potential additional strategic priority in 2020 Workplan is the Milliken Library Renovation Project. In the event of a successful grant submission, staff time will be required for community consultation and development of a detailed building program. This may displace timelines for other strategic projects.

The Vice-Chair asked what the value of the grant would be, staff will provide.

MPL Strategic Planning 2020 Timelines

Q1: re-launch on-line survey, Consultant RFP, rear-View Mirror Report, Focus Group Analysis Report

Q2: Survey Analysis Report, Trend reports, Review Inputs (staff team), Develop SP Framework

Q3: Draft Recommendations, Measurement Plan, Board Workshop

Q4: Draft Strategic Plan, Board Approval, Communication Plan, Staff Engagement (tactics)

Key Challenges and Risk

- **Capacity Pressures**
- **Ongoing Collection Development Pressures**
- **IT Project Resourcing**
- **Novel Coronavirus may result in fear-based quarantine and a disruption to normal business**

Moved by Mr. Ben Hendriks

Seconded by Mr. Raymond Chan

Resolved that the report "Strategic Planning: Update January 2020" be received.

Carried.

11.0 **Incidental Information:**

11.1 **Board Meeting Attendance Records, 2019**

AGENDA 2.1

Moved by Mrs. Lillian Tolensky
 Seconded by Ms. Margaret McGrory

Resolved that the “Board Meeting Attendance, 2019” be received.

Carried.

12.0 **New Business:**

The subject of the Coronavirus was raised again. There was a lot of discussion and concerns. At this time there is deemed to be a low risk to citizens and the following information has been provided by the City of Markham. Markham Public Library is following the same protocols.

Up to date information can be accessed by clicking on the link below.

york.ca/coronavirus.

Tips to Avoid Getting & Spreading Cold & Flu Viruses

We all have a responsibility to contribute to a healthy workplace. Colds and the flu (influenza) are contagious viruses that anyone can get. But there are several things you can do to avoid catching a cold or flu, or spreading it to others. These tips apply to the current situation with respect to the novel coronavirus at this point in time.

The City is in enhanced monitoring of the situation and we will continue to share any additional information from public health agencies with you. To help prevent the spread of misinformation, please rely only on information from trusted sources such as York Region Public Health, Public Health Agency of Canada, Ministry of Health and Public Health Ontario.

Here is some advice from our health partners to help prevent the spread of respiratory viruses, such as the novel coronavirus:

Wash your hands often

Even after getting the flu shot, washing with soap and water for at least 15 seconds helps keep viruses from spreading. If soap and water are not available, use a hand sanitizer (gel or wipes) with at least 60% alcohol.

Cover your mouth when you cough or sneeze

Use a tissue and throw it out rather than putting it in your pocket, on a desk or table. If you don't have a tissue, cough into your upper sleeve.

Don't touch your face

AGENDA 2.1

The flu virus spreads when people with the flu cough, sneeze or talk and droplets enter your body through your eyes, nose or mouth.

York Region Public Health is NOT advising the wearing of masks. Please do not wear a mask while at work. Masks are often used incorrectly, could lead to unnecessary panic in communities and may cause an increased risk of infection to the user and others.

Clean (and disinfect) surfaces and shared items

Viruses can live for 24 to 48 hours on hard surfaces such as countertops, door handles, computer keyboards and phones.

Employees who are sick or feeling unwell, should stay home and seek medical attention as appropriate.

Thank you for your continued commitment to the health and safety of each other and the Markham Community.

Do you have questions about novel coronavirus?

York Region Public Health has created a resource with up-to-date information and answers to some of your questions. Visit york.ca/coronavirus.

Additional Resources:

Health Connection

Monday to Friday - 8:30 AM to 4:30 PM

1.800.361.5653 (1.866.512.6228 for the deaf or hard of hearing)

After Hours: Communicable Diseases On-Call Investigator: 905.953.6478

- 13.0 **Board Evaluation:**
- 13.1 **Questionnaire: Conduct of the Board**

The Chair asked the Board to complete the questionnaire and return to the Board Secretary.

- 14.0 **In Camera Agenda (none)**

AGENDA 2.1

15.0 **Adjournment**

Moved by Mrs. Lillian Tolensky that the meeting be adjourned at 8:53 p.m.



Report to: General Committee

Meeting Date: March 2, 2020

SUBJECT: Award of Construction Tender 217-T-19 West Thornhill –
Phase 3A Storm Sewer and Watermain Replacement

PREPARED BY: Prathapan Kumar, Senior Manager, Env. Services, Ext. 2989
Flora Chan, Senior Buyer, Ext. 3189

RECOMMENDATION:

1. That the report entitled “Award of Construction Tender 217-T-19 West Thornhill – Phase 3A Storm Sewer and Watermain Replacement” be received; and,
2. That the contract for Tender 217-T-19 West Thornhill – Phase 3A Storm Sewer and Watermain Replacement be awarded to the lowest priced Bidder, Memme Excavation Company Limited in the amount of \$14,249,313.97, inclusive of HST; and,
3. That a 10% contingency in the amount of \$1,424,931.40 inclusive of HST, be established to cover any additional construction costs and that authorization to approve expending of this contingency amount up to the specified limit be in accordance with the Expenditure Control Policy; and,
4. That the construction award in the amount of \$15,674,245.37 (\$14,249,313.97 + \$1,424,931.40) be funded from the following capital projects:
 - (a) 058-6150-20252-005 “West Thornhill Flood Control Implementation - Phase 3A Construction”; and,
 - (b) 053-5350-20258-005 “Cast Iron Watermain Replacement – West Thornhill Phase 3A” as outlined under the financial considerations section in this report; and,
5. That the remaining funds in project #20252 “West Thornhill Flood Control Implementation - Phase 3A Construction” in the amount \$298,433.98 will not be required from the Stormwater Fee Reserve and the budget remaining in project #20258 “Cast Iron Watermain Replacement – West Thornhill Phase 3A” in the amount of \$3,623.66 will be returned to the original funding source; and,
6. That a 5-year moratorium be placed on any major servicing and utility installation along restored areas including Morgan Avenue (Yonge St. to Henderson Ave.), Henderson Avenue (Glen Cameron Rd. to 60m north of Clark Ave.) and Clark Avenue (from Henderson Ave. to Johnson St.) and Vanwood Road; and further,
7. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

EXECUTIVE SUMMARY:

Not Applicable.

PURPOSE:

The purpose of this report is to obtain Council approval to award the contract for the West Thornhill – Phase 3A Storm Sewer and Watermain Replacement.

BACKGROUND:

The stormwater flood control implementation strategy was approved by Council on Nov 8, 2011 for the West Thornhill area in accordance with the City's November 2010 Class EA Study. The City-wide Flood Control Program is a 30-year program with an estimated cost of \$367M - \$382M (2018 dollars). The first phase (1A, 1B & 1C) of the remediation included storm sewer capacity upgrades in the Bayview Glen neighbourhood, second phase (2A, 2B, 2C & 2D) includes the Grandview area and Phase 3 includes Clark Ave./ Henderson area. Implementation schedule is outlined in the table below:

Area	Proposed Implementation Schedule	Status
Phase 1A: Bayview Glen Area	2014 - 2015	Substantially completed as of Nov 2015; Maintenance completion Nov 2017
Phase 1B: Bayview Glen Area	2015 - 2016	Substantially completed as of Aug 2016; Maintenance completion Aug 2018
Phase 1C: Canadiana Road	2016	Substantially completed as of Dec 2016; Maintenance completion Dec 2018;
Phase 2A: Grandview Area	2016 - 2017	Substantially completed as of Dec 2016; Maintenance completion Dec 2018
Phase 2B: Grandview Area (Park & Proctor Ave)	2017 - 2018	Substantially completed as of Dec 2017; Maintenance completion Dec 2019
Phase 2C: Grandview Area	2018 - 2019	Substantially completed as of Nov 2019; Maintenance completion Nov 2021
Phase 2D: Grandview Area	2019 - 2020	Substantially completed as of Nov 2019; Maintenance completion Nov 2021
Phase 3A: Clark Ave./ Henderson Area (This Award)	2020	Construction Commencement April 2020
Phase 3B & 3C: Clark Ave./ Henderson Area	2021 - 2022	
Phase 4: Royal Orchard Area	2021 & 2023 - 2026	

To support the program, on June 24, 2014, Council approved the structure of the stormwater fee rates in order to meet the annual revenue target for the first 5-year cycle of the Program. The new stormwater fee supports the 30-year initiative, to improve storm drainage capacity and limit flooding risks in urban areas.

On April 16, 2019 Council approved a \$50 annual fee per residential property for 2020 and further increase of \$1 per year up to 2024 and an increase of 2% per \$100,000 of current value

assessment (CVA) and 2% annual increase thereafter for non-residential properties. Stormwater fees will be re-assessed in 2025.

Construction Tender for Phase 3A

Due to the scope of the project, contractors were prequalified to ensure that they had the necessary qualifications, experience and resources to complete the work in accordance with the City's requirements and within the specified timelines. Prequalification 279-P-13 was issued in accordance with the Purchasing By-law 2004-341.

Pre-Qualification Information (279-P-13)

Prequalification closed on	October 29, 2013
Number of Contractors picking up the Pre-qualification document	16
Number of Contractors responding to the Pre-qualification	12
Number of Contractors Pre-qualified	6

Construction Tender Information (217-T-19)

Bids closed on	January 30, 2020
Number picking up the Bid document	4
Number responding to the Bid	2

Note: Two (2) bidders who picked up the document did not submit a bid due to their current work load.

Price Summary

Bidder	Bid Price (Incl. of HST)
Memme Excavation Company Limited	\$ 14,249,313.97

OPTIONS/ DISCUSSION:

Watermain Replacement

The existing cast iron watermain on Morgan Ave., Dudley Ave., Lilian Ave., and Vanwood Road are close to the end of their life cycle. Combined replacement of services will minimize disruption to the local community by avoiding replacement of watermain and repair of the roadway at a later date.

The replacement of cast iron watermain is consistent with the City's strategy to upgrade aged and deficient watermain to improve supply capacity and reliability. Replacement of these old cast iron watermain will also offer improved reliability (less risk of breaks) as well as improve water quality and flows for domestic and fire demand. Based on experience, cast iron watermain are susceptible to internal and external corrosion as they age which leads to poor water quality and increased watermain breaks. The new watermain replacement material will be PVC pipe, which has a service life of 90 years and is superior as it is heat resistant, chemical resistant and non-corrosive.

The Tender award includes the replacement of the existing watermain at a cost of \$5,694,938.34 inclusive of 10% contingency and HST impact.

Public Input

A Public Information Committee (PIC) meeting will be scheduled in March 2020, prior to construction, to provide an update to the area residents and businesses, as well as to address any potential issues or concerns that the public may have on the proposed construction.

Traffic Management Plan

The objective of the traffic management plan is to limit the traffic within the construction zone (only local traffic will be allowed) and divert through traffic onto adjacent roadways.

Communications Plan

Staff will provide regular updates to the affected stakeholders as well as early notification for any disruptions to driveway access or municipal services. The City's website will provide up-to-date information, as required, on the status of the project.

Construction Moratorium

In August 2019, Environmental Services staff advised all utility companies (e.g. Alectra Utilities Enbridge, Rogers and Bell Canada) that all upgrades to their infrastructure be completed prior to permanent restoration of roads in 2020.

Environmental Services staff is requesting that Council approve a 5-year moratorium on major construction work within the following roadway, which is to be enforced immediately after construction is complete. Minor and emergency repairs would be permitted. The moratorium would not affect any utility projects within the boulevard area.

- Morgan Avenue (Yonge St. to Henderson Ave.),
- Henderson Avenue (from Glen Cameron Rd. to 60 m north of Clark Ave.),
- Clark Avenue (Henderson Ave. to Johnson St.)
- Vanwood Road

Project Schedule for Phase 3A:

- March 2020 - Issue of Purchase Order
- Late April 2020 - Commencement of work
- December 18, 2020 - Completion of 70% work to base asphalt
- January to Spring 2021 - Winter Shutdown
- Spring 2021 to Summer 2021 - Complete remaining 30% work, top asphalt, restoration etc.

FINANCIAL CONSIDERATIONS

The following table summarizes the financial considerations for Phase 3A:

	Storm	Water	
Budget Available for Construction component of this Project (A)	\$10,277,741.00	\$5,698,562.00	058-6150-20252-005 053-6150-20258-005
Less: Construction Cost (B)	\$9,072,097.29	\$5,177,216.67	} Awarded to Memme Excavation Company Limited (217-T-19)
Less: Construction Contingency (10%) (C)	\$907,209.73	\$517,721.67	
Total Cost (D) = (B) + (C)	\$9,979,307.02	\$5,694,938.34	
Budget Remaining (E) = (A) – (D)	\$298,433.98	\$3,623.66	*

*The remaining funds in project #20252 “West Thornhill Flood Control Implementation - Phase 3A Construction” in the amount \$298,433.98 will not be required from the Stormwater Fee Reserve. The remaining funds in project #20258 “Cast Iron Watermain Replacement – West Thornhill Phase 3A” in the amount of \$3,623.66 will be returned to the original funding source.

OPERATING BUDGET AND LIFE CYCLE RESERVE IMPACT

The constructed stormwater pipes and associated infrastructure is estimated to last 100 years and PVC watermain service life is estimated to be 90 years. As such, there is no incremental impact to the Life Cycle Reserve Study over the next 25 years. There is no incremental operating budget impact.

HUMAN RESOURCES CONSIDERATIONS

Not Applicable.

ALIGNMENT WITH STRATEGIC PRIORITIES:

The proposed flood remediation program is aligned with City’s goal to provide better quality services to the public and is consistent with the Building Markham’s Future Together strategic priority on the “Growth Management” and “Environment” as it considers sustainability on the built environment.

BUSINESS UNITS CONSULTED AND AFFECTED:

The Finance department has been consulted and their comments have been incorporated.

RECOMMENDED BY:

Phoebe Fu
Director, Environmental Services

Brenda Librecz
Commissioner, Community & Fire Services

ATTACHMENTS:

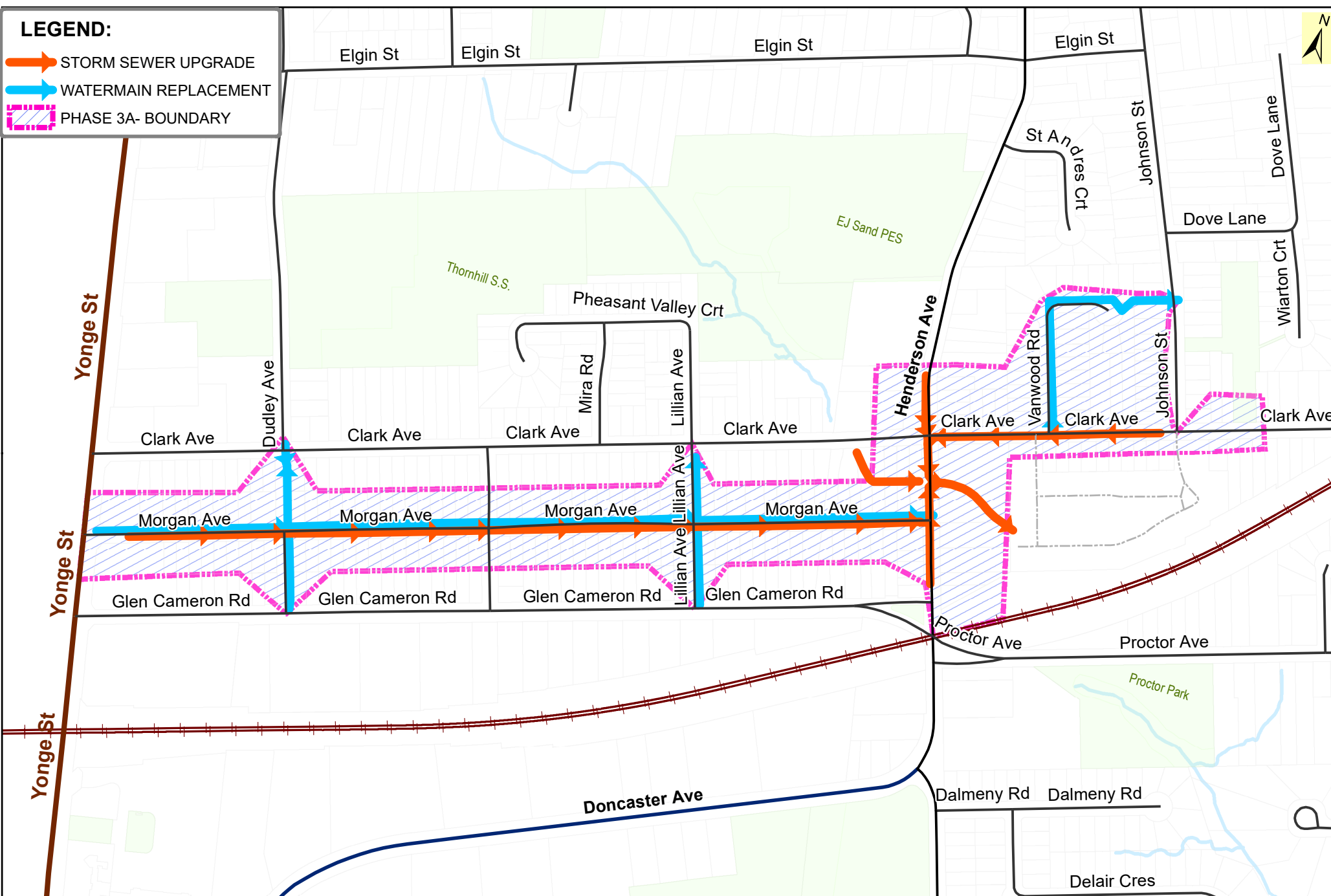
Attachment A – Location Map

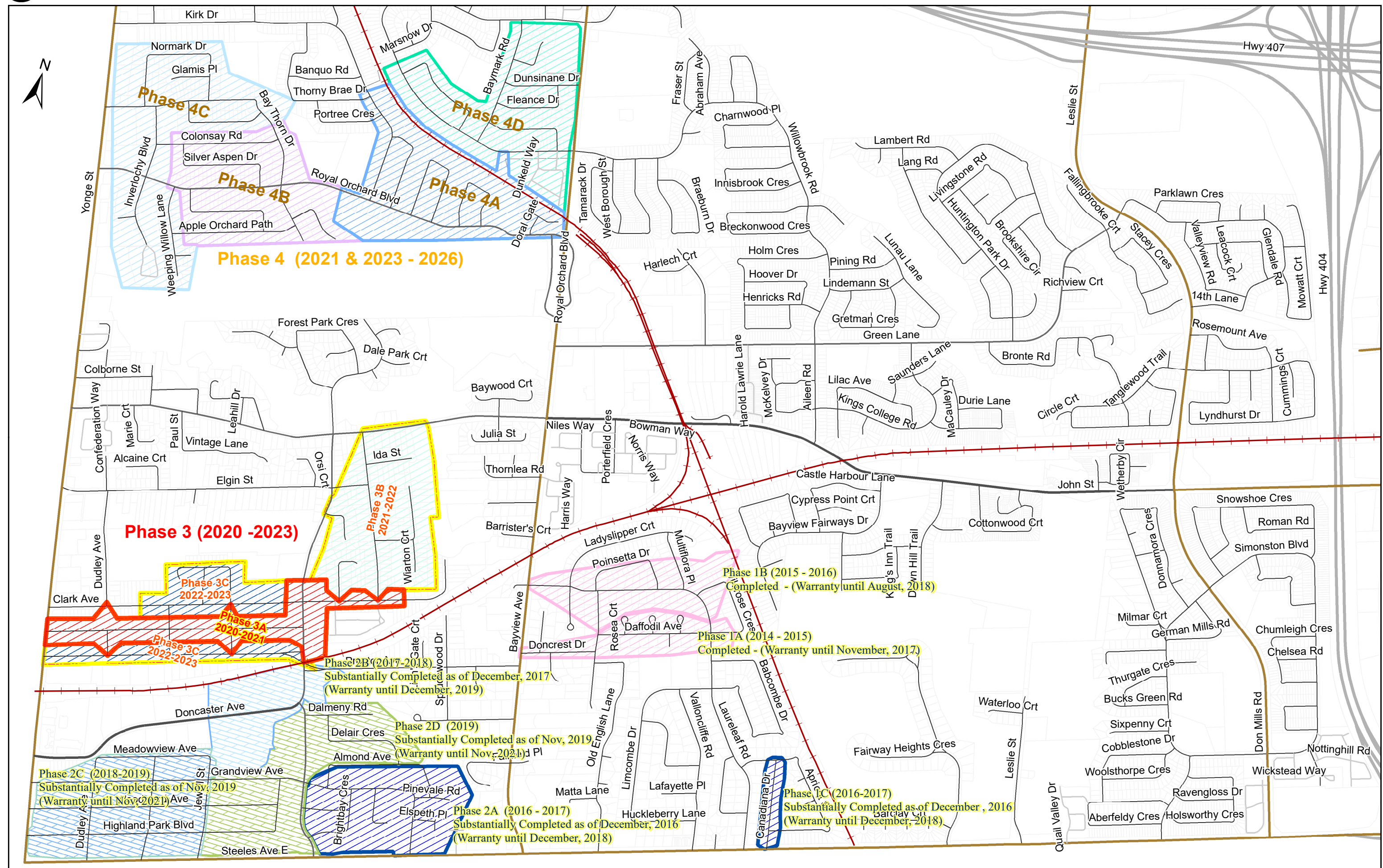
Attachment B – West Thornhill Flood Control Implementation Phases



Location Map: West Thornhill Flood Control Implementation - Ph 3A Cons.

ES - Infrastructure (2020)







Report to: General Committee

Meeting Date: March 2, 2020

SUBJECT: 2019 Summary of Remuneration and Expenses for Councillors and Appointees to Boards

PREPARED BY: Sandra Skelcher, Senior Manager, Financial Planning & Reporting

RECOMMENDATION:

1. That the report titled “2019 Summary of Remuneration and Expenses for Councillors and Appointees to Boards” be received; and,
2. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

PURPOSE:

As required by the Municipal Act, this report sets out the remuneration and expenses paid to Councillors and appointees to local boards and other bodies.

BACKGROUND:

The Municipal Act under section 284 (1) states that the treasurer of a municipality shall in each year on or before March 31 provide to the council of the municipality an itemized statement on remuneration and expenses paid in the previous year to,

- (a) Each member of council in respect of his or her services as a member of the council or any other body, including a local board, to which the member has been appointed by council or on which the member holds office by virtue of being a member of council;
- (b) Each member of council in respect of his or her services as an officer or employee of the municipality or other body described in clause (a); and
- (c) Each person, other than a member of council, appointed by the municipality to serve as a member of any body, including a local board, in respect of his or her services as a member of the body.

Furthermore, section 284 (2) requires that the statement shall identify the by-law under which the remuneration or expenses were authorized to be paid.

These expenses have been made in accordance with By-law 77-93 as amended by By-law 2002-273.

Appendix A includes the local portion of remuneration paid to Council members, the regional portion of remuneration (where applicable), discretionary expenses and Council directed expenses.

Appendix B includes remuneration and expenses for appointees to local boards.

RECOMMENDED BY:

Joel Lustig
Treasurer

Trinela Cane
Commissioner, Corporate Services

ATTACHMENTS:

Appendix A – 2019 Summary of Remuneration and Expenses for Mayor and Council

Appendix B – 2019 Summary of Remuneration and Expenses for Appointees to Local Boards



CITY OF MARKHAM
SUMMARY OF REMUNERATION AND EXPENSES FOR MAYOR AND COUNCIL
FOR THE YEAR ENDED DECEMBER 31, 2019

	Mayor Frank Scarpitti	Regional Councillors				Ward Councillors							
		Don Hamilton	Jack Heath	Joe Li	Jim Jones	Keith Irish	Alan Ho	Reid McAlpine	Karen Rea	Andrew Keyes	Amanda Collucci	Khalid Usman	Isa Lee
Councillors Remuneration (Note 1)	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
Local	189,808	93,172	93,470	85,895	88,395	86,502	85,570	86,502	87,870	87,502	87,870	85,570	86,502
Region	57,460	57,460	57,460	57,460	57,460	-	-	-	-	-	-	-	-
Total Remuneration (Note 2)	247,268	150,632	150,930	143,355	145,855	86,502	85,570	86,502	87,870	87,502	87,870	85,570	86,502
Local Discretionary Expenses													
Mileage and Gasoline	4,306	-	1,093	-	-	577	-	-	397	1,494	587	-	878
Cell Phone and Computer	-	193	-	-	7,353	-	-	-	-	-	-	-	-
Meetings	53	347	835	-	-	579	-	25	868	253	2,339	47	413
Training, Seminars and Conferences	-	-	-	-	-	122	-	-	38	204	-	-	14
Vehicle Capitalization	12,255	-	-	-	-	-	-	-	-	-	-	-	-
407 ETR	2,239	27	-	-	-	-	-	-	82	253	-	-	249
Membership Fees and Subscriptions	-	-	-	-	-	-	-	-	-	75	-	-	-
Promotion and Advertising	3,155	7,294	3,513	-	-	5,381	8,000	6,647	6,104	5,721	4,427	1,035	3,133
Printing and Office Supplies	-	133	498	-	647	778	-	-	483	-	-	-	1,534
Total Discretionary Expenses	22,008	7,994	5,939	-	8,000	7,437	8,000	6,672	7,972	8,000	7,353	1,082	6,221
Other:													
Regional and Local Councillor – Newsletters	692	-	-	1,018	5,800	4,793	4,058	5,075	5,024	2,112	4,253	4,188	6,294
Markham Public Library Board Mileage	-	-	-	-	-	200	-	-	-	200	-	-	-
Region Discretionary Expenses (Note 4)	-	467	1,906	-	1,364	-	-	-	-	-	-	-	-
TRCA Remuneration & Expenses (Note 4)	-	-	2,372	-	-	-	-	-	-	-	-	-	-
Total Other	692	467	4,278	1,018	7,164	4,993	4,058	5,075	5,024	2,312	4,253	4,188	6,294
Council Directed Expenses (Non - Discretionary)													
Training, Seminars and Conferences	2,142	-	4,779	4,005	622	5,646	3,059	1,469	5,051	5,401	5,993	3,467	4,583
Business Mission	2,196	-	1,769	7,372	3,542	1,835	-	-	1,583	-	-	-	-
Total Council Directed Expenses	4,338	-	6,548	11,377	4,164	7,481	3,059	1,469	6,634	5,401	5,993	3,467	4,583

Note 1: Does not include applicable benefits

Note 2: See Details below

DETAILS OF REMUNERATION

	Mayor Frank Scarpitti	Regional Councillors				Ward Councillors							
		Don Hamilton	Jack Heath	Joe Li	Jim Jones	Keith Irish	Alan Ho	Reid McAlpine	Karen Rea	Andrew Keyes	Amanda Collucci	Khalid Usman	Isa Lee
Councillors Remuneration	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
City of Markham	140,308	87,197	79,270	79,270	79,270	79,877	79,270	79,877	79,270	79,877	79,270	79,270	79,877
Markham Enterprises Corporation	-	5,975	-	6,625	9,125	6,625	6,300	6,625	-	7,625	-	6,300	6,625
Markham District Energy Inc.	7,000	-	14,200	-	-	-	-	-	8,600	-	8,600	-	-
Alectra Inc.	42,500	-	-	-	-	-	-	-	-	-	-	-	-
Total Local Remuneration (Note 3)	189,808	93,172	93,470	85,895	88,395	86,502	85,570	86,502	87,870	87,502	87,870	85,570	86,502
Region of York (Note 4)	57,460	57,460	57,460	57,460	57,460	-	-	-	-	-	-	-	-
Total Remuneration	247,268	150,632	150,930	143,355	145,855	86,502	85,570	86,502	87,870	87,502	87,870	85,570	86,502

Note 3: Compensation includes additional work done by members of Council as a result of direction by Council and/or Council controlled entities

Note 4: All remuneration and expenses related to Region of York are also reported by the Region

Appendix B

CITY OF MARKHAM
SUMMARY OF REMUNERATION AND EXPENSES FOR APPOINTEES TO LOCAL BOARDS
FOR THE YEAR ENDED DECEMBER 31, 2019

<u>City of Markham Public Library Board</u>	<u>Note</u>	<u>Mileage</u>
Ben Hendriks (Chair)		\$300
Councillor Andrew Keyes		200
Councillor Keith Irish		200
Alick Siu		200
Anthony Lewis		200
David Whetham		200
Edward Choi		200
Iqra Awan		200
Jay Xie		200
Les Chapman		200
Lillian Tolensky		200
Margaret McGrory		200
Pearl Mantell		200
Raymond Chan		200
Timea Gergely	1	80
Total		\$2,980

<u>Committee of Adjustment</u>		<u>Honorarium</u>
Gregory Knight (Chair)		\$2,830
Philip Gunn (Chair)	2	1,000
Arun Prasad		2,500
Gary Muller	2	830
Jeamie Crispi Reingold		2,500
Kelvin Kwok	3	1,670
Patrick Samson	3	1,670
Sally Yan	3	1,670
Thomas Gutfreund		2,500
Total		\$17,170

Notes:

1. Meeting attendance September to December 2019
2. Members resigned effective April 30, 2019
3. New members effective May 1, 2019



Report to: General Committee

Meeting Date: March 2, 2020

SUBJECT: Licensing of Private Transportation Companies (PTCs) and Associated Amendments to the Mobile Licensing By-law

PREPARED BY: Michael Killingsworth, Deputy City Clerk

RECOMMENDATIONS:

1. That the report entitled “Licensing of Private Transportation Companies (PTCs) and Associated Amendments to the Mobile Licensing By-law” be received; and,
2. That the proposed amendments to the Mobile Licensing By-law 2012-92 to add a Schedule 8 (relating to the regulation of Private Transportation Companies (PTCs)) attached as **Appendix “F”** be adopted; and,
3. That the proposed amendments to Schedule 6 of the Mobile Licensing By-law 2012-92 (relating to the Licensing, Regulation and Governing of Taxicab Brokers, Owners and Drivers) attached as **Appendix “G”** be adopted; and,
4. That the proposed amendments to Schedule 4 of the Mobile Licensing By-law 2012-92 (relating to the Licensing and Regulation of Owners and Drivers of Limousines) attached as **Appendix “H”** be adopted; and further,
5. That staff be authorized and directed to do all things necessary to give effect to this resolution.

PURPOSE:

The purpose of this report is to propose amendments to the City of Markham’s Mobile Licensing By-law 2012-92 to: (i) provide a regulatory framework for the licensing of Private Transportation Companies (PTCs) in the City; and (ii) revise certain elements of the City’s enforcement of taxicab and limousine operations. The objective of the proposed amendments is to provide a consistent regulatory framework for those involved in the provision of ground transportation services in the City as well as ensuring a safe and sustainable service for Markham residents.

BACKGROUND:

Regulation of Taxicabs and Limousines in Markham - Current State

The Municipal Act contains specific authority for Ontario municipalities to enact licensing by-laws that deal with taxicabs. This authority relates to setting fees, fares and the number of taxicabs. The City currently regulates taxicab owners, drivers and brokers as well as limousine owners and drivers pursuant to Mobile Licensing By-law 2012-92.

The table below shows the ground transportation services landscape operating in Markham as at end of year 2019.

SECTOR	AVAILABLE OWNER LICENCES	OWNER LICENCES ISSUED	DRIVER LICENCES ISSUED	BROKER LICENCES ISSUED
Taxicab	140	17	341*	7
Airport Taxicab	52	51		2
Limousine	50	29		N/A**

*Driver fee is the same across all 3 sectors

**The City does not currently license limousine brokers

PTCs, similar to taxicabs and limousines, provide ground transportation services to the public. In the proposed amendments to the Mobile Licensing By-law concerning the regulation of PTCs, PTC is defined as *“any person who facilitates or operates a ride sharing service through a platform (any software, technology, service, website, or smartphone application, intended to connect passengers with a Private Ground Passenger Transportation Service, and may include the facilitation of payment) but does not include food delivery services associated with PTCs.”* Food delivery is a matter most appropriately addressed by York Region Public Health that holds primary responsibility for food safety.

An information graphic depicting Markham’s current ground transportation landscape is included as **Appendix “A”**. The City does not currently regulate PTCs. Nevertheless, two prominent PTCs - UBER and LYFT - are operating in Markham. In fact, according to figures provided to Markham by UBER, they accommodated just over one million rides in the City in 2018. While LYFT is also operating in Markham, the company has not yet shared its ridership data with City staff. In Ontario, there are a small number of municipalities in the Greater Toronto Hamilton Area that currently license PTCs, including the City of Toronto, the City of Vaughan¹ and the City of Mississauga (pilot project). Many other Ontario municipalities are actively working on enacting some form of PTC regulations.

¹ The City of Vaughan passed a PTC By-law in the Fall of 2017 coinciding with a number of amendments to their taxicab and limousine by-laws. Vaughan taxicab and limousine industries did not appear to oppose the adoption of PTC regulations. Vaughan reports no significant issues or concerns with the administration and enforcement of their PTC By-law.

The general differences between taxicabs, limousines and PTCs is summarized in the table below:

SECTOR	VEHICLE	FARE CALCULATION	ENGAGEMENT
Taxicab	Standard sedan	Metered based on time and distance travelled	Cabstand/hail/dispatch/technology application
Limousine	Higher end sedan or stretched vehicles or SUV	Hourly rate	Pre-arranged by phone/ technology application
PTCs	Standard sedan up to higher end sedan or SUV	Based on distance (not metered), the class of vehicle and time of day (surge pricing)	Technology application/ smartphone

The introduction of UBER and LYFT into the market in Markham has had an impact on the taxicab and limousine industries. This is not unlike what has been experienced in jurisdictions around the globe. 192 taxicab licences are available for issuance by the City. 48 of these licences are dormant and not being operated. Further, only 29 limousine licences are operating in Markham out of the 50 limousine licences available for issuance.

While the taxicab and limousine industries have been impacted by the emergence of PTCs in Markham, it is important to note that the City's largest taxicab operator has indicated that they still have a sustainable business model, but lack the vehicles and drivers they need. In fact, the taxicab and limousine business is scrambling to cover school board and corporate contracts that PTCs are unable to service at this time.

Staff have spoken with taxicab and limousine sector representatives and they are requesting that the City regulate PTCs in the same way that their industry is regulated. Further, they have advised that once PTC regulations are in place, they will then make a business decision as to whether they will remain in the traditional taxicab or limousine model or move to the PTC model. Either way, they believe that there still exists a "niche" or demand for a traditional taxicab and limousine services in Markham going forward.

Consultation

On May 6, 2019, staff delivered a presentation to General Committee on the licensing of PTCs in the City. Staff were asked to facilitate a Public Information Meeting to provide details to residents and industry stakeholders on the proposed regulatory framework and to obtain additional feedback on same (see Meeting Extract included as **Appendix "B"**). The Public Information Meeting was subsequently held on June 4, 2019. At the conclusion of this meeting, staff were requested to further consult with Markham Advisory Committee on Accessibility on the proposed PTC regulations (see Meeting Extract included as **Appendix "C"**).

On July 29, 2019 the Deputy Clerk, By-law Enforcement, Licensing and Regulatory Services attended the Markham Advisory Committee on Accessibility to provide an overview of the proposed PTC regulations and to have a high-level discussion regarding accessible private transportation in Markham. At this meeting, Committee members spoke about the many challenges associated with accessible transportation in general and stressed the importance of training drivers of PTCs as well as the taxi/limousine industry on assisting persons living with a disability using the service (see **Appendix “D”**).

OPTIONS/ DISCUSSION

Considerations for the Proposed Regulations of PTCs in Markham

Through comprehensive research and public and stakeholder consultations (held on June 4, 2019 and July 29, 2019), staff identified the following five policy objectives that support the proposed regulation of PTCs in the City:

1. Public Safety

One core objective in business licensing is the protection of residents and visitors. In the case of ground transportation companies like taxicabs, municipalities typically require drivers to provide background checks and owners to provide mechanical safety inspections. In the proposed model, the City would impose these same requirements on PTCs.

The UBER and LYFT platforms both have a feature in their safety toolkits where riders can share trip details and status with trusted contacts as a further security and safety enhancement.

UBER and LYFT have also recently launched a 911-calling feature consisting of an emergency button embedded in the platform’s mobile application. Once activated, the application displays live location and trip details such as the vehicle information and licence plate number that can be shared with an emergency dispatcher at a 911-call centre.

In addition, UBER has recently started offering riders a four-digit Personal Identification Number (PIN) to help ensure they are getting into the right vehicle. If a consumer is using the system, the UBER app will send that rider a four-digit PIN just before the driver arrives. When the driver arrives, the rider can verbally provide the PIN to the driver before getting into the vehicle. After the driver enters the correct PIN into their device, the app displays a message to the rider that their ride is verified and the trip may begin.

Most recently (February 2020), UBER has launched two new safety features in Canada.

1) On-Trip Reporting - to give riders the ability to report a non-emergency safety issue in real time, instead of waiting until after the trip has ended.

Feedback has been a part of the UBER experience since the beginning. However, research shared with City staff shows that riders may not consistently report experiences that make them feel uncomfortable due in part to being distracted after the trip.

By creating an additional reporting channel, UBER aims to encourage people to share feedback when it is convenient for them, which helps better pinpoint issues and guide work on helping to develop safety solutions.

How it works:

- Riders will see a “Report Safety Incident” option in their Safety Toolkit;
- Once they tap this feature, they will be able to report a non-emergency safety issue while still on the trip;
- UBER’s safety team will follow up after the trip;
- For emergencies, riders and drivers should contact 911 that users can access on the same screen through the Safety Toolkit.

2) RideCheck - which proactively displays tools in the app riders and drivers may need when it detects something may have gone wrong, like a possible crash or an unexpected long stop.

When a RideCheck is initiated, both a rider and driver will receive a notification asking if everything is OK. They can let UBER know through the app that all is well, or take other actions like using the emergency button or reporting the issue to UBER’s Safety Line.

LYFT is also currently working on a public safety enhancement to predict when a rider or driver may require assistance. In some cases, if the application detects that a ride has stopped too soon or for an unusual amount of time, drivers and riders will be contacted through the app and asked if they need support, and if necessary, give drivers and riders the option to request emergency assistance.

2. Consumer Protection

A second core objective is consumer protection – preventing unfair or potentially unfair business practices that could result in loss on the part of the customer. The licensing of PTCs will help the City ensure that these businesses operate with integrity and do not take

advantage of members of the public by over-charging, engaging in discriminatory business practices, etc.

UBER and LYFT have both taken steps to ensure personal details stay private. Both applications use technology to keep phone numbers private, so neither drivers nor riders can see each other's numbers when communicating through the respective apps. Once a trip is completed, the app also protects rider information by concealing specific pickup and drop-off addresses in a driver's trip history.

3. Sustainability

All municipalities rely on a strong ground transportation network to safely and efficiently transport people and goods. This includes public transit as well as the taxicab and limousine industries. PTCs are playing a growing role in the municipal ground transportation network by providing Markham residents with options based on a diverse range of accessibility and socio-economic needs and abilities.

Amongst other data, a recent [report](#) from the City of Toronto and the University of Toronto Transportation Research Institute (see **Appendix "E"**) indicates that UBER and LYFT rides originating in Toronto rose 180 percent - nearly tripling- from September 2016 to March 2019.

4. Responsible Regulation

The introduction of new technologies like PTCs have necessitated a review of regulatory frameworks for vehicles for hire. The digital technology used by PTCs has disrupted how the industry operates and how jurisdictions must regulate them. Municipalities are looking for strategies to remove onerous or repetitive components of the licensing process, exploring reciprocal licensing opportunities between municipalities, as well as how to best ensure regulatory requirements are transparent and impact taxicabs, limousines and PTCs in an equitable (albeit different) manner.

5. Regulation Consistent with Industry Standards

Staff have consulted with a number of local municipalities (including the cities of Vaughan and Richmond Hill) in the development of the proposed PTC amendments to the By-law. There is general agreement amongst staff that it was in the best interest of all stakeholders for PTC regulations in the Region (and particularly in the south end) to be as consistent as possible due to the cross-municipal border nature of the PTC business model. As such, in the interest of consistency, Markham staff have proposed a licensing framework that is in many ways consistent with the one enacted by Vaughan.

Proposed Amendment to the Mobile Licensing By-law to Regulate PTCs

In light of the foregoing, staff recommend amending the Mobile Licensing By-law to add a Schedule 8 relating to the Licensing, Regulation, and Governing of Private Transportation Companies and Drivers (see attached **Appendix “F”**). Below is a high-level list of some of the new regulations contained in the proposed Schedule 8:

- Drivers to provide proof of a valid driver’s licence with a minimum of 3 years of Canadian driving experience;
- Regular criminal records and driving records checks for drivers at predetermined and random intervals;
- Regular vehicle inspections at predetermined and random intervals;
- Vehicle age restriction to be proposed at 10 years;
- Requirement to have an approved decal in the front and rear window of each vehicle; Option to have a dashboard mounted vehicle identifier light;
- Rates to be set by licensee and must be filed with the City and must not in any way be discriminatory (such as customers with accessibility needs);
- Pre-arranged pick up only and through app/platform;
- Data sharing requirements on trips and drivers;
- Recognition of other jurisdiction’s licensing regimes - any driver, who, in the opinion of the Licensing Officer, is satisfactorily licensed by another municipality, shall be considered licensed by Markham and may operate within the City’s boundaries and no fee is paid.

Proposed Amendments to Markham’s Taxicab and Limousine Regulations

Because of the staff review of PTC regulations, a number of amendments to Markham’s Taxicab and Limousine Schedules of the Mobile Licensing By-law 2012-92 are being recommended (see **Appendix “G”** and **Appendix “H”**), including the following:

- Elimination of the cap on the issuance of taxicab licences (cap is 192 licences). Open issuance of taxicab licences provided that:
 - Applicant has 3 years of Canadian driving experience;
 - Applicant operates an Accessible Vehicle for a minimum of four years, after which a standard taxicab can be put on the licence;
- Opening of the municipal borders to permit any licensed accessible taxicab to pick up in Markham with the hope of attracting new interest in the provision of on-demand accessible taxicab service;
- Elimination of the tariff/rate set by the City. Taxicab and limousine companies would be permitted to set their own rates provided they file their rates with the City and the passenger is made aware of the fare prior to commencement of the trip;

-
- Elimination of the requirement for taxicab meters in airport taxicabs;
 - Reciprocal licensing of recognized jurisdictions such as Vaughan and Richmond Hill. This would allow a Markham taxicab or limousine driver to operate in Vaughan and Richmond Hill provided they paid the licensing renewal fee;
 - Enabling taxicab brokerages and limousine companies to collect and hold the background checks and vehicle inspection reports for their drivers and vehicles. This would be viewed as a shift from the traditional model where the municipality was the holder of all the records relieving the companies of their responsibilities.

PROPOSED NEW REGULATORY ENVIRONMENT (PTC, TAXICAB AND LIMOUSINE)

On Demand Accessibility

UBER and LYFT do not currently offer mobility device accessible vehicle service outside of the City of Toronto. Staff have been advised that there are no plans to expand this category of service at the present time; however, UBER is agreeable to the discussion. Currently, there are no licensed taxicab companies that offer mobility device accessible vehicle service in Markham. To attract new interest in the provision of on-demand service, some municipalities such as the City of Toronto have created an accessibility fund through regulatory charges or a per-trip levy to help offset the higher cost of providing mobility device accessible service on members of the industry that currently do not provide this service. Staff considered proposing a similar accessibility fund but consider this a Regional transportation responsibility.

Regulatory Checks and Balances

In keeping with the requirements imposed by other Ontario municipalities, staff are recommending that all operators (PTCs, Taxicabs and Limousines) be regulated to provide data relevant to the administration of the City's licensing provisions and that such data be made available for audit both periodically and upon request by the City.

Training and Customer Service

The subject of driver training has been the topic of great debate over the past number of years. The City of Vaughan discontinued their driver-training requirement with the expectation that it became the responsibility of the company or the platform. Customer service and related training became the responsibility of individual brokerages, limousine companies and PTCs. The City of Toronto has recently reversed a 2016 decision to eliminate safety training for taxicab, limousine and PTC drivers. Instead, the City of Toronto will now create a framework to deliver training in safe driving, sharing the road with cyclists and transit vehicles, serving customers with disabilities and being sensitive to

issues of race. Effective January 1, 2020, drivers of taxicabs, limousines and PTC vehicles in Toronto will need to successfully complete a third party training program approved by the City as a requirement of licence issuance or renewal. The new training aims to improve driver awareness and enhance public safety. New drivers will be required to provide proof of this training from June 1, 2020 onward. Drivers currently licensed will be required to provide evidence of training in a City approved, third party program by the end of 2020.

The City of Markham Mobile Business Licensing By-law 2012-92 currently requires training for taxicab drivers as required by the Licensing Officer. It is being proposed that this requirement remain in effect and expand to encompass all sectors (taxi, limousine and PTC) subject to a training needs analysis that will be conducted by the Licensing Unit to determine the most appropriate content and delivery model. Good conduct and compliance with the Customer Bill of Rights will continue to be a requirement under the By-law and will be extended to PTC operators and drivers. It is being proposed that the City acknowledge training acceptable to another municipality such as Toronto for the purpose of licence issuance or renewal. Complaints with respect to any issue involving a licensee will continue to be received and investigated by the City across all industry sectors.

FINANCIAL CONSIDERATIONS

The decline in business for both the taxicab and limousine industries has resulted in a corresponding drop in licensing revenue to the City for these licence categories. Actual licensing revenues from the private ground transportation industry (mostly taxicab licences) were \$138,268 in 2019 against a budget of \$303,000 resulting in an unfavourable variance of approximately \$165,000. That is primarily due to taxicab and limousine drivers and owners not renewing their licence for various reasons including leaving the industry. The table below illustrates the overall decline in licensing revenue since 2015, which is when PTCs first entered the market in Markham.

YEAR	TAXICAB REVENUE
2015	\$245,129
2016	\$243,191
2017	\$196,561
2018	\$202,086
2019	\$138,268

In order to provide a more equitable environment in the ground transportation industry, staff are proposing an adjustment of the annual fees for taxicab and limousine owners, drivers and brokers (where applicable) as illustrated in the table below:

LICENCE CATEGORY	CURRENT FEE	PROPOSED FEE	% REDUCTION
Taxicab Owner	\$651.00	\$500.00	23%
Taxicab Driver	\$100.00	\$98.00	2%
Taxicab Broker	\$520.00	\$400.00	23%
Airport Taxicab Owner	\$1370.00	\$1,000.00	27%
Airport Taxicab Driver	\$100.00	\$98.00	2%
Airport Taxicab Broker	\$520.00	\$400.00	23%
Limousine Owner	\$651.00	\$500.00	23%
Limousine Driver	\$100.00	\$98.00	2%
Limousine Broker	N/A*	N/A*	N/A*

*The City does not currently license limousine brokers

For PTC operators, staff are recommending an escalating flat annual licensing fee for operators, based on the number of vehicles they have operating in Markham and supplemented by a per-ride fee as illustrated in the table below:

PRIVATE TRANSPORTATION COMPANY NUMBER OF VEHICLES	ANNUAL LICENSE
1 to 50	\$750 plus \$0.30/trip
51-100	\$2500 plus \$0.30/trip
101-500	\$7500 plus \$0.30/trip
501 or more	\$15000 plus \$0.30/trip

The proposed PTC licensing fees are similar to other municipalities currently regulating the industry and are tied to the anticipated level of enforcement (i.e., the greater the number of rides, the more likely it is that enforcement and administration costs rise). This licensing fee structure is in line with the provisions of the Municipal Act that allow for a fee or charge to include costs incurred by the municipality in the administration and enforcement of the By-law. It is difficult to predict the impact on licensing revenues arising from the introduction of licensing for PTCs. Staff expect there to be an ongoing demand for traditional taxi services. However, it is possible that the number of taxicabs and taxi drivers in Markham will continue to decline. Based on the recommended fee structure and estimated licensing volumes, staff expect licensing revenues from the industry to stabilize and to cover basic administrative and enforcement costs at 2020 budget levels. Staff will monitor 2020 results and will make adjustments as required to the 2021 budget.

ALIGNMENT WITH STRATEGIC PRIORITIES:

Ground passenger transportation services such as taxicabs and PTCs offer additional options for the public and can help to decrease reliance on the use of personal vehicles, thus alleviating traffic congestion, reducing emissions, and encouraging public transit ridership. New services such as PTCs can also help to fill in public transportation gaps, such as first-and-last-mile, and further promote sustainable growth and development. The City of Toronto [report](#) (see **Appendix “E”**) found that PTCs in downtown Toronto make up only 5% to 8% of total traffic and while downtown travel times remained stable for 18 months, the number of PTC trips increased by 96%. The majority of PTC trips are less than six kilometres and a growing number of PTC trips originate or terminate at a transit hub. Where no public transit is available or in areas that are underserved, PTCs are increasingly the consumer’s mode of choice, especially to destinations where there are special events or other mass gatherings.

The recommendations contained in this report are intended to strengthen the City’s transportation network by lowering business costs, reducing jurisdictional barriers, eliminating regulatory redundancy, improving competitive equity and promoting environmental stewardship.

BUSINESS UNITS CONSULTED AND AFFECTED:

The Finance, Legal, Human Resources (Accessibility) and Engineering (Transportation) were consulted in the preparation of this report.

RECOMMENDED BY:

Kimberley Kitteringham

Trinela Cane

ATTACHMENTS:

Appendix “A” - Markham’s Current Ground Transportation Landscape Infographics

Appendix “B” - Extract from the May 6, 2019 General Committee meeting

Appendix “C” - Extract from the June 4, 2019 Public Information Meeting

Appendix “D” - Minutes of the July 29, 2019 Accessibility Advisory Committee meeting

Appendix “E” - The Transportation Impacts of Vehicle-for-Hire in the City of Toronto

Appendix “F” - Proposed PTC Schedule 8

Appendix “G” - Proposed Amendment to Mobile Licensing By-law (Schedule 6)

Appendix “H” - Proposed Amendments to Mobile Licensing By-law (Schedule 4)

CURRENT INDUSTRY



1. Taxicabs (*Licensed*)



2. Limousines (*Licensed*)



3. Private Transportation Companies - PTC's (*Unlicensed at this time*)

1. Taxicabs (*Licensed*)

Current State

Industry Size

- 192 Taxicab licences available
- 140 Standard Taxicabs (48 plates in the Office and not being operated)
- 52 Airport Taxicab licences available
- 7 Taxicab Brokers
- 326 Taxicab Drivers

Accessible Taxicabs

- Currently there are no Accessible Taxicabs Licensed in the City

Service Model

- Vehicle dispatched and are able to use cabstands and accept street hails
- Standard Sedans and Minivans being used
- Metered based tariff
- Tariff set by the City

Taxicab Owner Requirements

- Insurance
- Mechanical inspection
- Criminal Check
- Driving Check
- Annual Inspection
- Licence Fee

Taxicab Driver Requirements

- Criminal Check
- Driving Check
- Licence Fee

Challenges

- Competing with unregulated competitors like Uber and other unlicensed taxis that are not compelled to obtain the proper insurance, inspections and reports as well as not being required to pay licence fees



Proposed State

Continue to License:

- ✓ Taxicabs Owners (standard and airport taxicabs)
- ✓ Taxicab Brokers
- ✓ Taxicab Drivers

PROPOSED REGULATIONS:

Accessible Taxicabs

- ✓ All new Taxicab Owner Licences issued have to go on an Accessible Taxicab for the first 4 years after which it can be transferred to a standard taxicab
- ✓ Any Accessible Taxicab licensed by another municipality can pick up in Markham

Service Model

- ✓ Removal of the cap on Taxicab Owner Licences
- ✓ Open the issuance of Taxicab Owner Licences to any Taxicab driver with 5 years taxi driving experience
- ✓ New Taxicab Owner Licences must be Accessible for the first 4 years
- ✓ Tariff to be set by the taxicab company and must be filed with the City
- ✓ Vehicles age extended from 7 to 10 years

Taxicab Owner

- ✓ Elimination of the Vehicle Age Extension Fee
- ✓ Elimination of meters in Airport Taxicabs
- ✓ A Taxicab Owner licensed in another municipality can pick up in Markham provided they pay the City's Taxicab Owner Licence fee

Taxicab Driver

- ✓ A Taxicab Driver licensed in another municipality can pick up in Markham provided they pay the City's Taxicab Driver Licence fee

2. Limousines (*Licensed*)

Current State

Industry Size

- 50 Limousine owner licences available
- 15 Limousine Drivers

Service Model

- Pre-arranged trip only
- Limousines cannot sit on a cabstand or pick up street hails
- Flat rate based on time and distance
- Tariff not set by the City
- Higher end vehicles being used

Limousine Owner Requirements

- Insurance
- Mechanical inspection
- Criminal Check
- Driving Check
- Annual Inspection
- Licence Fee

Limousine Driver Requirements

- Criminal Check
- Driving Check
- Licence Fee

Challenges

- Competing with unregulated competitors like Uber and other unlicensed limousines that are not compelled to obtain the proper insurance, inspections and reports as well as not being required to pay licence fees
- The winding down of operations at the Buttonville Airport has seen the demand for limousines drop dramatically



Proposed State

Continue to License:

- ✓ Limousine Owners
- ✓ Limousine Drivers

PROPOSED REGULATIONS:

Service Model

- ✓ Limousine Owner/Company to set tariff and file with the City of Markham
- ✓ Permit the leasing of the Limousine Owner plate

Limousine Owner

- ✓ Adjust the Limousine Owner licence fee to bring it in line with our comparable municipalities
- ✓ A Limousine Owner licensed in another municipality can pick up in Markham provided they pay the City's Limousine Owner Licence fee

Limousine Driver

- ✓ A Limousine Driver licensed in another municipality can pick up in Markham provided they pay the City's Limousine Driver Licence fee

3. Private Transportation Companies - PTC's (Unlicensed at this time)

Current State

Industry Size

- 2 Companies or Platforms (Uber and Lyft)
- Approximately 1 million trips in Markham annually operated by Uber

Service Model

- Pre-arranged trips only
- PTC's cannot sit on a cabstand or pick up street hails
- Flat rate based on time and distance
- Variety of vehicles being used from standard sedans to higher end vehicles and SUVs

Owner and Driver Requirements

- There are currently no requirements for either the owner/platform or the drivers



Proposed State

Implement Licensing for:

- ✓ Private Transportation Companies/Platforms

Service Model

- ✓ Pre-arranged trips only
- ✓ PTC's cannot sit on a cabstand or pick up street hails
- ✓ Flat rate based on time and distance
- ✓ Rates must be filed with the City
- ✓ Variety of vehicles being used from standard sedans to higher end vehicles and SUVs

PROPOSED REGULATIONS:

Transportation Company Requirements

- ✓ Insurance
- ✓ Mechanical inspections
- ✓ Criminal Check
- ✓ Annual Inspection
- ✓ Licence Fee
 - Annual Fee based on number of vehicles operated
 - 30 cents per ride fee
- ✓ Data sharing requirements on trips and drivers

Taxicab Driver Requirements

- ✓ Criminal Check
- ✓ Driving Check

General Committee
May 6, 2019
Extract

To: Mike Killingsworth, Deputy City Clerk, By-Law Enforcement, Licensing & Regulatory Services
 Chris Alexander, Supervisor, Licensing & Standards

9.1 LICENSING OF PRIVATE TRANSPORTATION COMPANIES (2.23)

Councillor Keith Irish declared a conflict on this item. (Councillor Keith Irish declared a conflict of interest because he has a family member that is an employee of Uber [working at their head office in San Francisco, California] and did not participate in the discussion or vote on the matter.)

Trinela Cane, Commissioner, Corporate Services, introduced the item.

Chris Alexander, Supervisor, Licensing & Standards, was in attendance to deliver a PowerPoint presentation regarding the licensing of private transportation companies (PTCs) within the City of Markham.

Mr. Alexander explained that the purpose of bringing these proposed regulations forward is to bring PTCs within the same regulatory framework as municipally-licensed taxi cabs and limousines for the purposes of protecting public safety and to protect consumers.

Jasvir Passi, resident, spoke in support of Staff's recommendation to regulate PTCs in Markham.

Members of General Committee consented to refer this matter to a Public Information Meeting, to be scheduled at a future date. The report recommendations listed on the agenda were not considered at this meeting.

1. That the proposed By-law amendments to regulate Private Transportation Companies (PTCs) (**Schedule 8 attached as Appendix "A"**) be adopted; and,
2. That the attached proposed by-law to amend the Taxicab Schedule (**Schedule 6 attached as Appendix "D"**) of the Mobile Licensing By-law 2012-92 be adopted; and,

3. That the attached proposed by-law to amend the Limousine Schedule **(Schedule 4 attached as Appendix “D”)** of the Mobile Licensing By-law 2012-92 be adopted; and further,
4. That Staff be authorized and directed to do all things necessary to give effect to this resolution.

Moved by Mayor Frank Scarpitti

Seconded by Councillor Khalid Usman

1. **That the proposed By-law amendments to regulate Private Transportation Companies (PTCs) (Schedule 8 attached as Appendix “A”) be received; and,**
2. **That the attached proposed by-law to amend the Taxicab Schedule (Schedule 6 attached as Appendix “D”) of the Mobile Licensing By-law 2012-92 be received; and,**
3. **That Staff be directed to organize and hold a Public Information Meeting and invite various stakeholders.**

Carried

General Committee Public Information

June 4, 2019

Extract

To: Mike Killingsworth, Deputy City Clerk, By-law Enforcement, Licensing & Regulatory Services
Chris Alexander, Supervisor, Licensing & Standards

4.1 LICENSING OF PRIVATE TRANSPORTATION COMPANIES (2.23)

Mike Killingsworth, Deputy City Clerk, By-law Enforcement, Licensing & Regulatory Services, provided an introduction.

Chris Alexander, Supervisor, Licensing & Standards was in attendance to deliver a PowerPoint Presentation regarding the Licensing of Private Transportation Companies (PTCs) in the City of Markham. The presentation reviewed the following:

- How PTCs work;
- Outline of the proposed regulatory framework for PTCs;
- Outline of the proposed regulatory changes for taxicabs & limousines;
- Jurisdictional scan of licensing platforms in other municipalities;
- Outline of the proposed PTC By-law requirements;
- Outline of the proposed amendments to the Taxicab & Limousine by-law.

Sam Orrico, resident, provided a deputation on the matter.

Akran Abouchanae, Owner, Markham Taxi, provided a deputation on the matter.

Bill Sakoraeas, resident, provided a deputation on the matter.

Barry Martin, Chair, Accessibility Advisory Committee, provided a deputation on the matter.

Anna Giallonardo, Member, Accessibility Advisory Committee, provided a deputation on the matter.

Morva Rohani, Senior Public Policy Associate, Uber Canada, was in attendance to answer questions from Members of Council. There was discussion regarding the following:

- PTC car identifiers and software application safety features;
- how the City will obtain its share of the trip fee;
- insurance for drivers and passengers. of PTCs.

Staff advised that they will bring the proposed changes to the Accessibility Advisory Committee for review and to obtain feedback on accessibility training for drivers, and how the City can better facilitate service for visually impaired customers of PTCs.

Advisory Committee on Accessibility

July 29, 2019

Canada Room

5:00 PM

Attendance:

Barry Martin, Chair, Robert Hunn, Vice-Chair, Brian Lynch, Jewell Lofsky, Rita Lam, Anna Giallonardo, Nahid Verma, Kaushi Ragunathan, Meenu Khanna, George George, Councillor Isa Lee, Laura Gold, Council/Committee Coordinator, and Grace Lombardi, Legislative Coordinator

Item	Discussion	Action
1. Call to Order	The Advisory Committee on Accessibility convened at 5:10 pm with Barry Martin presiding, as Chair.	
2. Taxi, Uber and Limousines Presentation	<p>Michael Killingsworth, Deputy Clerk, By-law Enforcement, Licensing and Regulatory Services provided an update from the General Committee meetings held on May 6, 2019 and June 4, 2019 on taxi, Uber and limousine regulations in Markham. He provided a high-level review on where the City is with respect to accessible Private Transportation. Michael explained he is looking to improve accessible private transportation in Markham. To do this he has set up meetings with Mobility Plus, Uber, taxis etc. to work together.</p> <p>Committee Members spoke about the challenges with accessible transportation. Michael explained the City is trying to make a requirement for how many accessible private transportations vehicles (i.e. UBER) are on the road at all times.</p> <p>Committee Members stressed the importance of private transportation drivers being trained on how to assist someone with a disability. Currently, York Region has accessible customer service training. The Committee suggested that staff speak to someone from the York Region regarding their accessible customer service training. Michael explained he is looking at mirroring Toronto's accessible customer service drivers training.</p>	<p>Michael to reach out to TTC to receive sample of their training.</p> <p>Michael to contact Neil Davis - Digital Services Manager for the City of Vaughan.</p>
3. Markham Accessibility Award	The Markham Accessibility Award Sub-committee provided an update on the preparation for the accessibility award. The update consisted of target demographics, an action plan, and a campaign plan (strategy). The sub-committee created a standard email template for members to use to promote the	Laura and Grace to send email template to committee members and councillors on behalf

Advisory Committee on Accessibility

July 29, 2019

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Item	Discussion	Action
	accessibility award. Currently, the Committee has two nominations. September 6, 2019 is the deadline to submit nominations and they will be judged on September 9, 2019.	of the Markham Accessibility Award committee.
4. Markham Accessibility Education and Fair	Deferred to September meeting	
5. Markham Accessibility Fair	Deferred to September meeting	
6. Markham Accessibility Park	Deferred to September meeting	
7. Markham Accessibility Audits	Deferred to September meeting	
8. New Business		
9. Adjournment	The Advisory Committee on Accessibility adjourned at 6:58 pm.	

June 2019

Research & Analysis

The Transportation Impacts of Vehicle-for-Hire in the City of Toronto

Prepared by:

Big Data Innovation Team
Policy & Innovation
Transportation Services
City of Toronto

In partnership with:

**University of Toronto Transportation Research Institute
(UTTRI)**

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Executive Summary

This Executive Summary is also found as Attachment 4, the Transportation Impacts of Vehicle-for-Hire in the City of Toronto, Review of the City of Toronto Municipal Code Chapter 546, Licensing of Vehicles-for-Hire, [General Government and Licensing Committee \(GL6.31\)](#).

Introduction

The purpose of this report is to describe how the introduction of Private Transportation Companies (PTCs) in Toronto has changed travel patterns and behaviour in the City, and to understand its impact on the operation of the City's street networks. Specifically, the report responds to the City Council Recommendation 92 in Item LS10.3 “A New Vehicle-for-Hire Bylaw to Regulate Toronto's Ground Transportation Industry” adopted by City Council on May 3 2016, to report on “*the outcome of a study that assesses and measures the impacts of the volume of PTC vehicles and drivers*”. This report will answer the following questions:

1. What are the trends and patterns in vehicle-for-hire travel in the City?
2. How has this travel impacted the transportation network?
3. How have travel choices evolved in Toronto?

These questions are answered primarily using detailed trip data that has been submitted to the City by licensed PTCs covering the period of September 2016 to September 2018.

This study has been completed by the Transportation Services Division's Big Data Innovation team in collaboration with a research team at the University of Toronto Transportation Research Institute (UTTRI).

The complete study is posted on the [Transportation Services Big Data Innovation Team website](#).

Data Sources

This study was based primarily around PTC trip records provided by PTCs as a requirement of the Vehicle-for-Hire (VFH) Bylaw. These records detail the trip origin and destination (to the nearest intersection) of each trip made by a licensed PTC in the City and the times that trips were made. Prior to April 2017, PTCs also provided wait time information for each trip. Trip data used for this study covers the period from September 2016 to September 2018, while summarized aggregate trip totals have been provided up to March 2019.

Taxi brokerages declined participation in the study, and equivalent data on taxi and limousine trip patterns is not available as a form of comparison to the trends and patterns observed with PTC travel. As a result, the content of this report is primarily focused on PTC travel in the City.

This data has been supplemented by a few additional data sources:

- **PTC pick-up and drop-off locations:** Pick-up and drop-off counts at a 10m resolution were acquired using SharedStreets as a broker in partnership with Uber and Lyft.
- **Supplementary aggregate PTC statistics:** On request from the City, Uber provided additional information including the number of PTC vehicles fulfilling trips for selected days, additional aggregated wait time data (after April 2017). Lyft declined to provide additional data.
- **Bluetooth Sensor Travel Speed Data:** Transportation Services monitors travel times on a number of downtown arterial streets using Bluetooth readers, originally deployed for monitoring the King Street Transit Pilot and other downtown transportation initiatives.
- **PTC Travel Behaviour Survey:** UTRRI commissioned a survey as part of this study to understand the trade-offs and choices that travellers make when choosing to take PTCs.

Methodology

The study has been organized into three main sections. A more detailed backgrounder on the technical methodology and data sources used is included in the full report and accompanying technical appendices.

1. Understanding PTC trip-making trends and patterns

PTC trip records were aggregated and filtered by location to study overall trends in PTC trip making since the VFH bylaw was enacted. The data was used to answer questions on the types of trips made, how far people travel, where they travel and at what times of day. This analysis also considers equity and demographic indicators, and the relationship with transit services in Toronto.

2. Studying the travel demand and travel choice impacts of PTC travel

The second stage of the study relied on market research undertaken by UTRRI to understand the travel choice trade-offs made by PTC travelers.

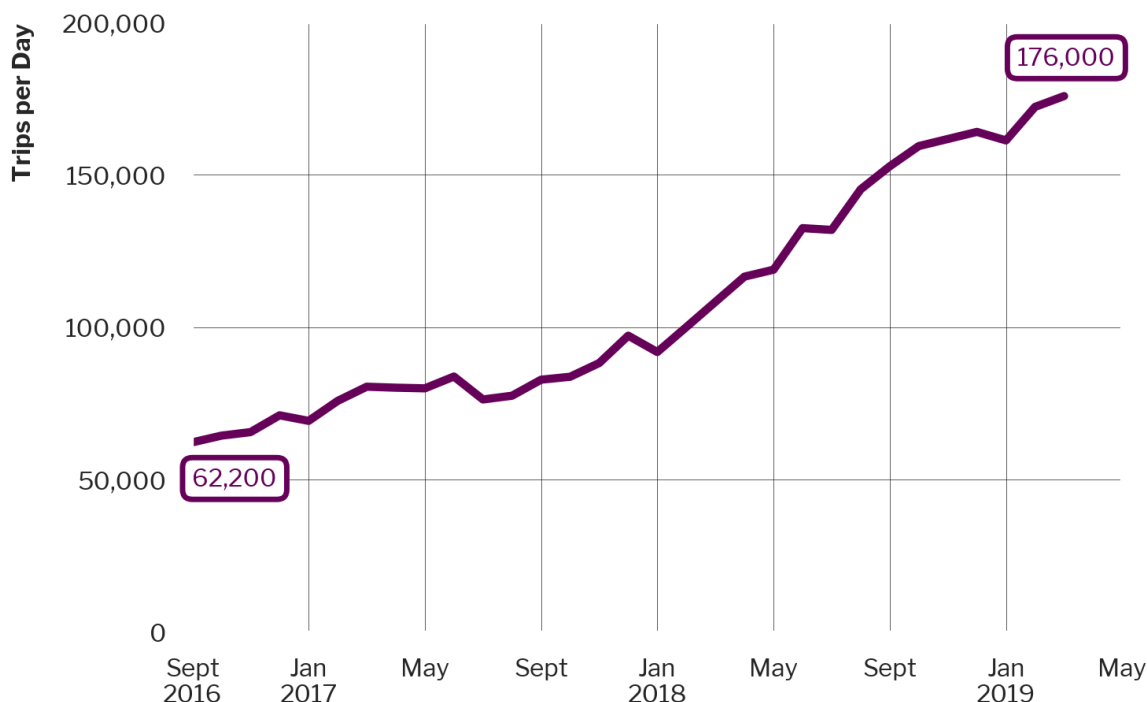
3. Analyzing the impacts of the growth in PTC travel on the transportation network

This part of the study used the PTC trip data to develop estimates of the total amount of PTC travel in the City, the volumes of PTC vehicles by neighbourhood at key times and studied the relationships with changes in travel times on Downtown streets.

PTC trips have grown by 180% in 2.5 years

PTC trips have grown rapidly since September 2016, when the service was first licensed by the City. 176,000 trips were made daily in March 2019, an increase of over 180% since September 2016. As of March 2019, 105 million trips have been completed in the City of Toronto using PTCs.

Exhibit ES-1: Average Daily PTC Trips, September 2016 - March 2019



Trends in comparable North America cities point towards rapid growth in PTC trips

The City of Toronto is still in the early stages of PTC adoption relative to other comparable cities in North America. For context, Chicago, a city of comparable population, experiences approximately 330,400 PTC trips daily, almost twice that of Toronto. While it is impossible to know whether Toronto will reach this same number of daily trips, Chicago has had PTCs operating for 3 years longer than Toronto, and has witnessed consistent growth over the period. While cities can differ greatly in their regulatory context, demographic makeup, and the size and population density of their urban cores, trends in PTC growth and the experience in other jurisdictions suggests that the PTC trip market in the City of Toronto is not saturated and that growth in trips will likely continue for the foreseeable future.

PTC Trips are concentrated downtown and at major transportation hubs

60% of all PTC trips were conducted within Toronto and East York. The vast majority of trip hotspots are located within the downtown core and surrounding areas, including:

- **Within the Downtown Core:** Significant trip hotspots include the major bar and restaurant districts of King West, Ossington Ave, Little Italy, Yorkville and Cherry St (Polson Pier), as well as the Financial and Entertainment Districts surrounding Bay and Wellington.
- **Outside the Downtown Core:** Trips are concentrated around major transit stations, shopping destinations, postsecondary institutions (e.g. York University, Humber College, University of Toronto)

Scarborough) and residential developments (e.g. Humber Bay Shores, Liberty Village).

Exhibit ES-2: Average Daily PTC Trips by District, October 2016 vs. September 2018

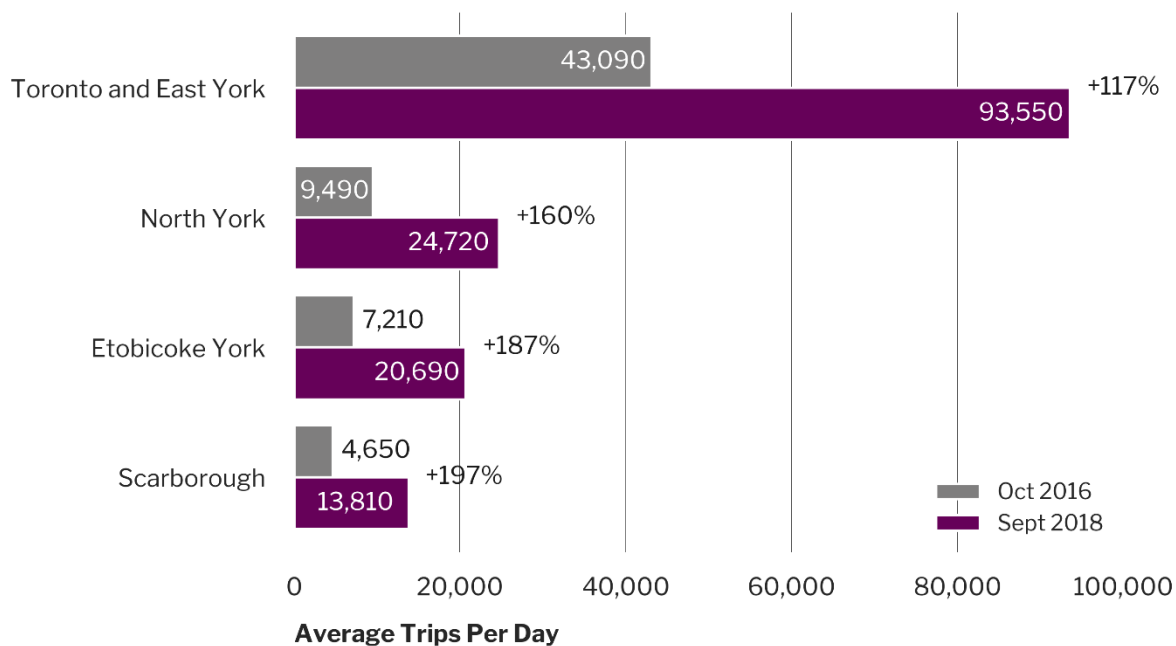


Exhibit ES-3: Daily PTC Drop-Offs by nearest Intersection in Downtown, September 2018

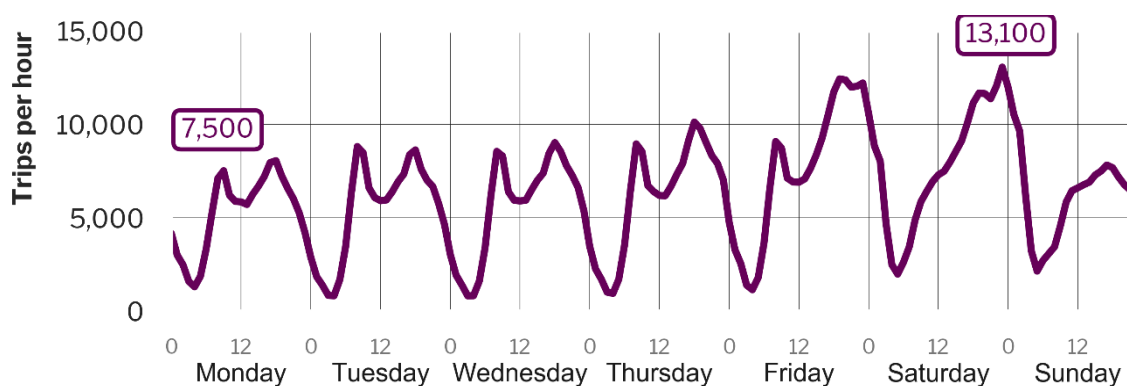


Nighttime economy and commuter travel are the largest trip markets

PTC trip-making peaks are observed in two distinct time periods:

- **Friday and Saturday Nights:** the busiest period by far for PTC travel is Friday and Saturday nights, peaking at an average 13,100 trips per hour at midnight on Sunday morning. This time period is typically associated with nightlife activity, which is reflected in the dominance of trips in the downtown Entertainment District during this time.
- **Weekday Commuting Periods:** PTCs are heavily used in the morning and afternoon peak periods, typically associated with the times during which the road network experiences the most traffic. This trip market has increased over the past two years.

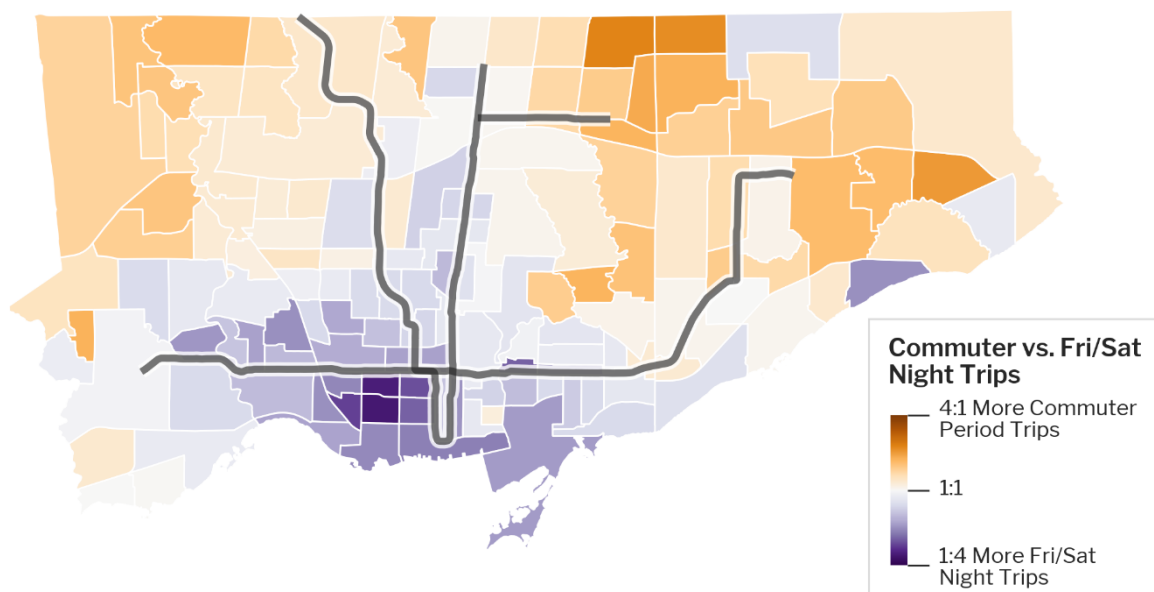
Exhibit ES-4: Trips by Time of Day and Day of Week, September 2018



PTCs are more commuter-focused outside of Downtown

Commuter trips are emerging as a major trip market that are being increasingly captured by PTCs. This is illustrated in Exhibit ES-5, which shows a landscape with two distinct geographies. Downtown neighbourhoods generally see more than two Friday and Saturday night trips for every weekday commuter period trip while the opposite is true in the suburbs where trips are much more commuter-focused.

Exhibit ES-5: Comparison of Commuter Trips vs Friday/Saturday Night Trips, September 2018

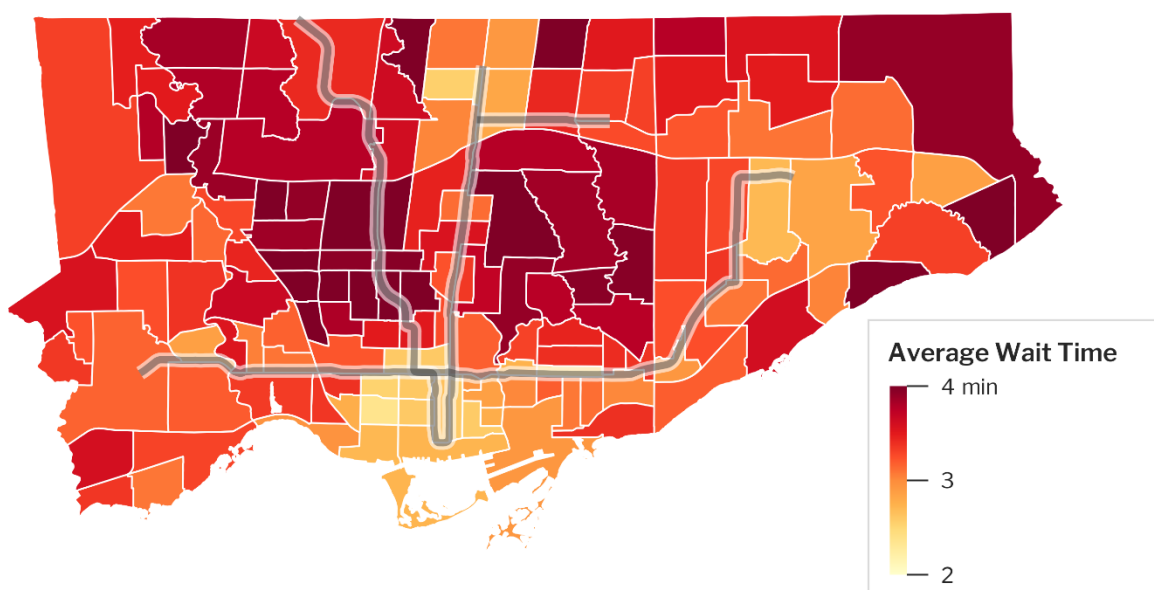


Average wait times are under 4 minutes City-wide

Understanding the wait times for PTC users is key to understanding how PTC service levels have evolved, both over time and across the city. Average wait times provide important context for understanding spatial inequities and the competitiveness of PTCs with public transit.

The average wait time for completed trips in the City of Toronto has dropped from 4.2 minutes in September 2016 to 3.1 minutes in September 2018. Wait times are quite consistent across the City with wait times ranging from 2.8 min in Toronto and East York up to 3.5 minutes in North York.

Exhibit ES-6: Wait Times by Neighbourhood, September 2018

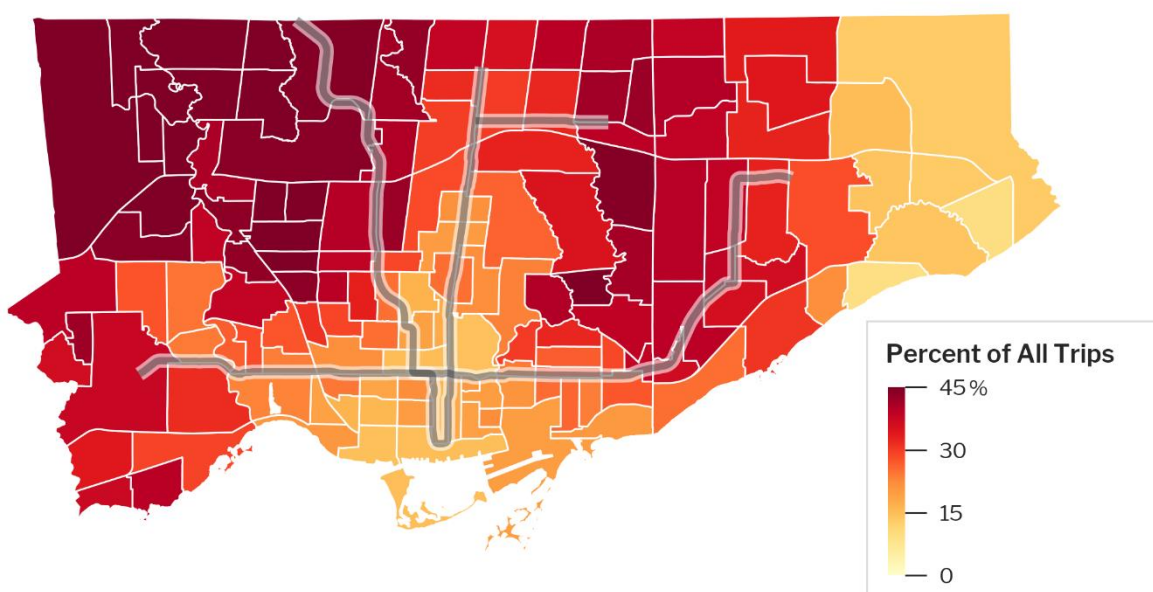


A quarter of overall PTC trips use shared ride services

Shared ride services, such as Lyft Line and Uber Pool, are unique offerings that make up a portion of the overall PTC trip market. These services work by matching passengers with others heading on similar paths. Shared trip requests have grown from about 6,900 trips/day in September 2016 to 28,400 in September 2018 and now account for 26% of all PTC trips. Outside the core, in particular in large sections of Etobicoke and North York, users are much more likely (up to 45% of all trips) to order shared ride services.

While shared trip services are increasingly popular with PTC users, 82% of these trips are being completed without matching riders with additional passengers. In September 2018, only 5,200 of the total 28,400 daily shared ride trips made more than one distinct pick-up.

Exhibit ES-7: Proportion of Shared Ride Trips Requested by Neighbourhood, September 2018



PTC users' second choice of mode is most often transit or taxi

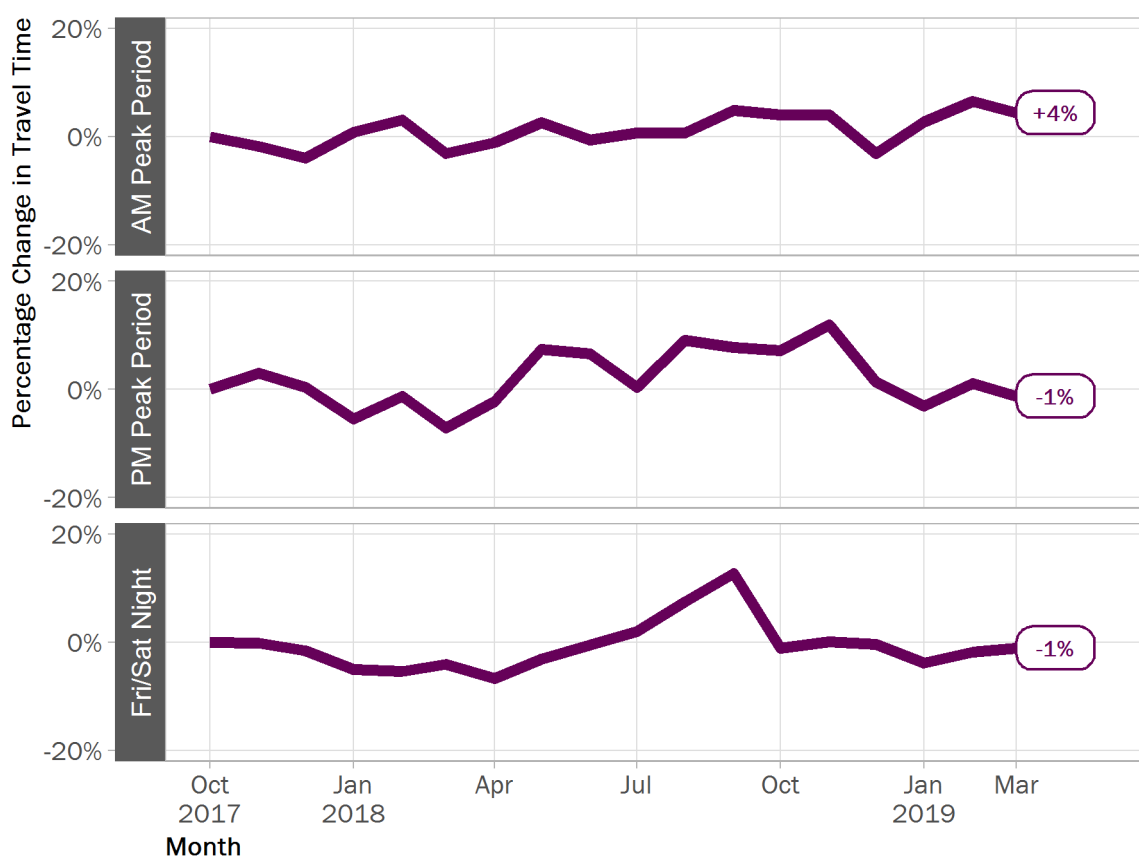
UTTRI conducted a survey of City of Toronto residents in May 2019 to determine the factors that influence residents' choices of when they use PTC services in the City. Survey participants were asked a series of questions that reflected real or hypothetical decisions to identify, in part, which modes were directly competing with PTCs.

49% of the respondents stated that they would have taken public transit in the absence of PTCs for their most recent PTC trip, while 33% would have taken a taxi. The remaining 18% would have driven, been driven by someone, walked, biked, or would have not made the trip at all. When looking only at commuting trips, 58% of respondents would have taken transit in the absence of PTCs and 20% would have taken a taxi.

Downtown travel times have been stable over 18 months while PTC trips increased by 96%

The City of Toronto collects car travel time data on most major streets in the downtown core, the area of the City where PTC trip concentrations are highest. This data shows marginal changes in travel times over the last 18 months in the downtown core. Between October 2017 and March 2019, downtown travel times on major streets has increased by 4% in the morning peak hour (7 to 10 a.m.), and decreased by 1% in both the afternoon peak period (4 to 7 p.m.) and Friday and Saturday nights (10 p.m. to 1 a.m.). This same period is associated with a 96% increase in PTC trips city-wide, from 83,800 to 164,000 daily trips. These findings are consistent with the recently-completed evaluation of the impacts of the King Street Transit Pilot which showed no significant changes in travel times on downtown streets over the Pilot period.

Exhibit ES-8: Changes in Travel Time in the Downtown Core, October 2017 to March 2019



PTCs in Downtown Toronto make up 5-8% of total traffic

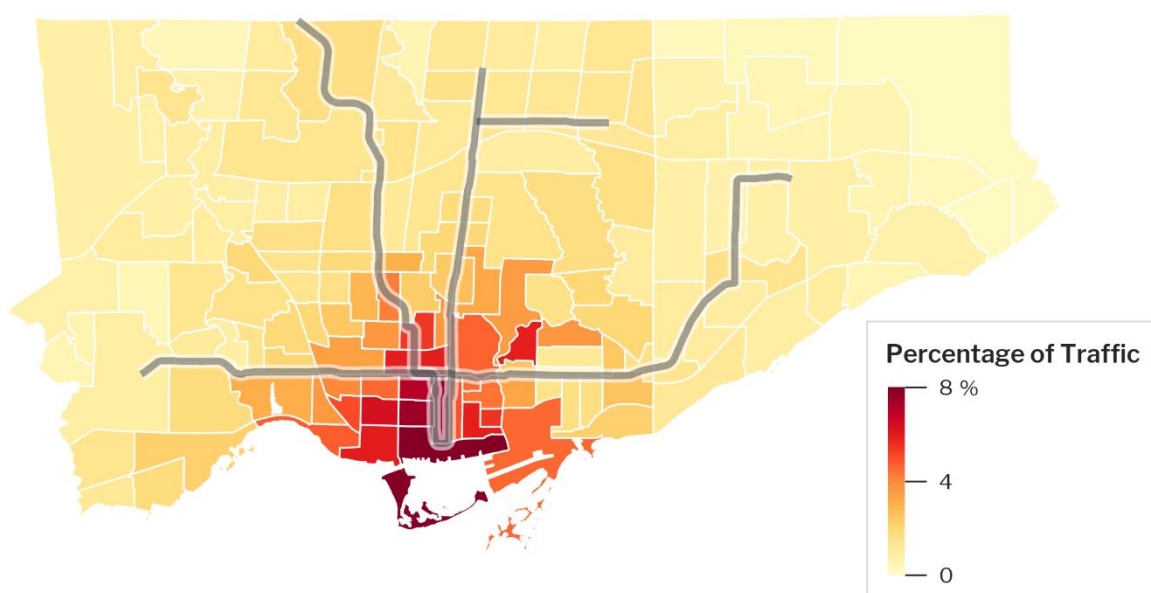
The impact of PTCs on the transportation network is largely a function of the amount of driving its vehicles are adding on to the City's road network, measured in vehicle-kilometers travelled (VKT). Outside of any potential impacts on traffic congestion, additional VKT can also directly affect the City's ability to meet its climate change goals under the TransformTO Climate Action Strategy. Increased VKT has also been found to have adverse impacts

on air quality, health, safety, and noise. PTC vehicles contribute to total VKT on City streets in two distinct ways:

- **In-Service Trips:** Distances travelled by vehicles carrying passengers; and,
- **Deadheading:** Distances travelled by vehicles either cruising for passengers or en route to pick-up a passenger

The largest volumes of PTCs are concentrated downtown where a conservative estimate of PTC volumes shows that PTCs now account for between 5 and 8% of overall daily traffic in Downtown Neighbourhoods. The busiest neighbourhood is Waterfront Communities-The Island, bordered by Bathurst St, Queen St/Front St, the Don River, and Lake Ontario.

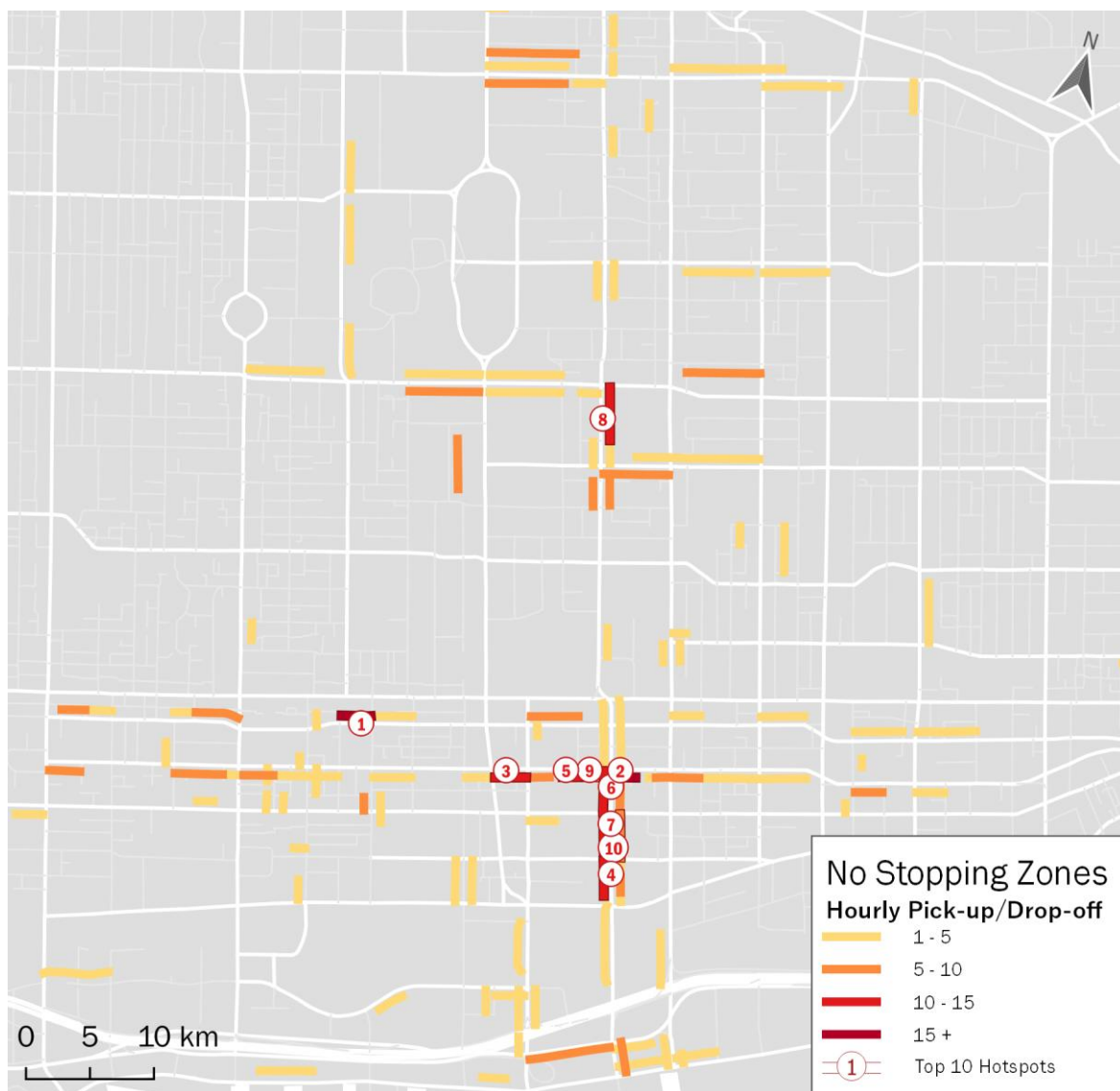
Exhibit ES-9: Proportion of PTC VKT by Neighbourhood, September 2018



Pick-up and drop-off data highlight conflicts with no-stopping zones and bike lanes

The introduction of PTCs, a mode of transportation heavily dependent on access to the curbside, raises important questions on the continued effectiveness of the City's curbside traffic and parking regulations. A detailed look at pick-up/drop-off data has shown hotspots during the morning commute period where pick-up and drop-off activity is occurring in no-stopping zones. The largest hotspots are found on Bay St and Adelaide St in the Financial District. A similar analysis of pick-ups and drop-offs along bike lanes is also included in the full report to highlight areas that could benefit from additional separation between bike lanes and vehicular traffic.

Exhibit ES-10: Hotspots of Pick-up/Drop-off Activity in No-stopping Areas (7 to 10 a.m.), September 2018



Next Steps & Recommendations

This study has looked at what is most-likely the first wave of disruptions from new mobility-as-a-service (MaaS) businesses. Trip growth is not anticipated to slow in the upcoming years, and whether these trips have resulted in increased travel times on City streets to date or not, these services will likely create traffic and operational changes throughout the City in the future. In addition, increased VKT can negatively impact the City reaching its climate goals and provide other impacts. However, PTC services have been immensely popular with Toronto residents as evidenced by the rapid growth in trips. PTC services now play an important role in many residents' daily travel patterns including an increasing role in daily commuter travel.

The goal of the Transportation Impact Study has been to build a deeper understanding of these new services and to pave the way for future work and studies to keep in front of these rapidly changing trends. This will allow

the City to define policy to support the benefits of PTC services while minimizing adverse impacts to traffic, to the environment and to the equity of mobility services.

As a result of the work to date, it is recommended that:

1. Transportation Services to build a monitoring program as part of the Congestion Management Plan to monitor the impacts of Vehicles-for-Hire on VKT, traffic congestion and GHG emissions and to better-understand the relationship with traffic congestion trends in the city
2. Transportation Services to continue to study the impact of Vehicles-for-Hire on the Curbside Management plan and related policies.
3. Transportation Services to investigate whether there is a road safety impact of Vehicles-for-Hire and to collaborate with MLS and the Toronto Police Service to collect appropriate data.
4. In order to be able to continuously monitor and evaluate the impact of vehicles-for-hire on the transportation network, changes are required to the data currently being collected to include information on PTC volumes, wait times, trip cancelations, deadheading and curbside activity.

1 Introduction

The City of Toronto's Vehicle-for-Hire (VFH) Bylaw was approved by City Council on July 15, 2016 to regulate taxicabs, limousines and private transportation companies providing personal transportation services (like Uber and Lyft). Municipal Licensing and Standards (MLS) is currently undertaking a comprehensive review of the VFH bylaw. One key element of this review is the need to report to City Council on the impact that the ground transportation industry, particularly Private Transportation Companies (PTCs), has had on transportation within the City.

Transportation patterns mostly change and evolve in pace with development and changes made to transportation infrastructure and policies, whether public transit operations, street infrastructure, bicycle lanes or traffic signals. The introduction of PTCs in 2014 - when Uber first started operating its UberX service on City streets - has resulted in a significant change in travel behaviour in the City over the period of only a couple of years.

The purpose of this report is to describe how the introduction of PTCs in Toronto has changed travel patterns and behaviour in the City, and to understand its impact on the operation of the City's street networks. The report responds to the council directive to report on *"the outcome of a study that assesses and measures the impacts of the volume of PTC vehicles and drivers"*.

The report will answer the following questions about the ground transportation industry in Toronto:

1. What are the trends and patterns in vehicle-for-hire travel in the City?

2. How has this travel impacted the transportation network?

3. How have travel choices evolved in Toronto?

These questions are answered primarily using detailed trip data that has been submitted to the City by licensed PTCs covering the period of September 2016 to September 2018. Taxi brokerages declined participation in the study, and equivalent data on taxi and limousine trip patterns is not available as a form of comparison to the trends and patterns observed with PTC travel. As a result, the content of this report is primarily focused on PTC travel in the City.

This study has been completed by the Transportation Services Division's Big Data Innovation team in collaboration with a research team at the University of Toronto Transportation Research Institute (UTTRI).

2 Data & Methodology

2.1 Data Sources

The methodology of the study has been structured around five primary datasets:

- **PTC Trip Records:** The VFH bylaw requires PTC companies to submit trip records to the City of Toronto Municipal Licensing & Standards Division. These records detail the trip origin and destination (to the nearest intersection) and time of each trip made by a licensed PTC in the City. Individual trip data used for this study covers the period from September 2016 to September 2018, while summarized aggregate trip totals have been provided up to March 2019. This data has been fundamental to building an understanding of trip patterns, flows and trends.
- **PTC Pick-up and Drop-off Data:** Pick-up and drop-off counts at a 10m resolution were acquired using SharedStreets as a broker in partnership with Uber and Lyft. This data is used to study potential conflict points, hotspots and understand the implications for curbside regulations in the City.
- **Supplementary aggregate PTC statistics:** On request from the City, Uber provided additional information including the number of PTC vehicles fulfilling trips for selected days, additional aggregated wait time data (after April 2017). Lyft declined to provide additional data.
- **Bluetooth Sensor Travel Speed Data:** Transportation Services monitors travel times on a number of downtown arterial streets using Bluetooth readers. This data provides traffic speeds at a block level and 5-minute resolution, where data is available and is used to measure congestion trends.
- **Transportation Tomorrow Survey (TTS):** The TTS is a cooperative effort by local and provincial government agencies to collect information about urban travel in southern Ontario. The data collected helps local and regional governments, as well as the province and its agencies make transportation planning and investment decisions. The most recent survey was conducted in the fall of 2016 and is used to understand the characteristics of PTC and taxi travelers.
- **PTC Travel Behaviour Survey:** As part of this study UTTRI commissioned a survey to understand the trade-offs and choices that travellers make when choosing to take PTCs. This survey helps to answer questions on how PTCs compete with existing transportation options in the City.

2.2 Methodology

The methodology was based on new approaches and best-practices from the academic literature developed in cooperation with the University of Toronto Transportation Research Institute. The methodology has been designed to build credible and conservative assessments of the volume of PTC vehicles

on City streets in the absence of data about the volume of PTC vehicles on city streets and on deadheading activity. A more detailed background on the technical methodology and data sources used is included in Appendix A. Profiles of PTC travel in each of the City's 25 wards is included in Appendix B.

The study has been organized into three main themes:

1. Understanding PTC trip making trends and patterns

PTC trip records were aggregated and filtered to study overall trends in PTC trip making since the VFH bylaw was enacted. This data was used to answer questions on the types of trips made, how far people travel, where they travel and at what times of day. This analysis also considers equity and demographic indicators, and the relationship with transit services in Toronto.

2. Analyzing the impacts of the growth in PTC travel on the transportation network

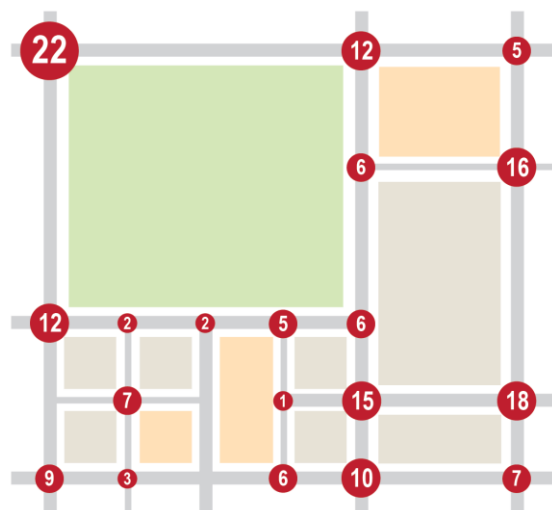
This part of the study used PTC trip data to develop estimates of the total amount of PTC travel in the City, the volumes of PTC vehicles on City streets at key times and studies the relationships with changes in traffic congestion patterns. A methodology was developed to route trips across City streets and simulate the chains that drivers complete between in-service PTC trips. This enabled the study to build estimates of the amount of travel of empty PTCs while estimating the total Vehicle Kilometres Travelled of PTC vehicles and linkages with traffic congestion. Exhibit 2-1 provides a high level overview of the methodology used for estimating PTC volumes, while a more detailed description is provided in Appendix A.

3. Studying the travel demand and travel choice impacts of PTC travel

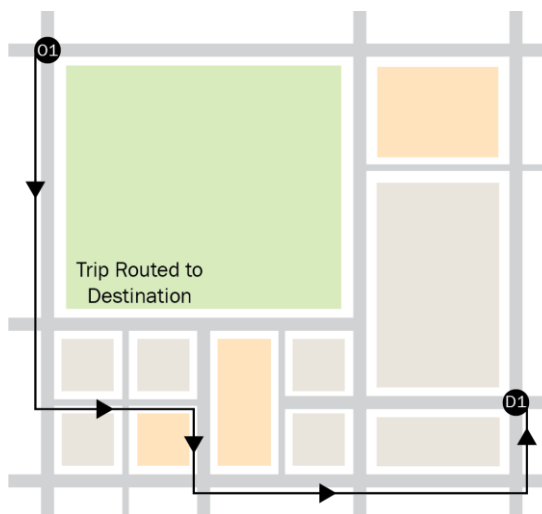
The final stage of the study relies on market research undertaken by UTTRI to understand the travel choice trade-offs made by PTC travelers in order to determine where these new trips have been created from, whether diverting from other modes or whether they are new trips altogether.

Exhibit 2-1: Methodology for Estimating Total PTC Trip Volumes

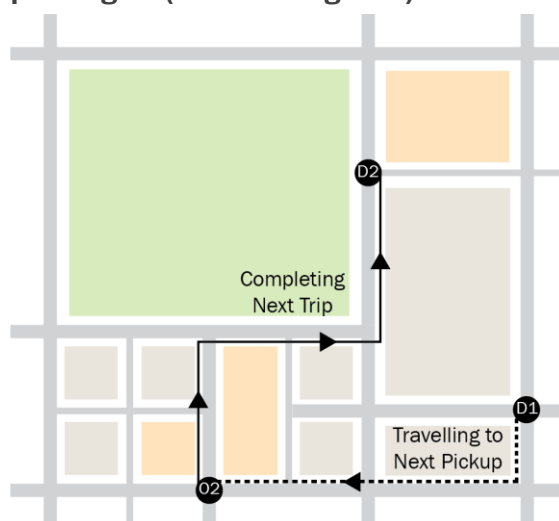
1) PTCs submit trip origins and destinations to the nearest intersection



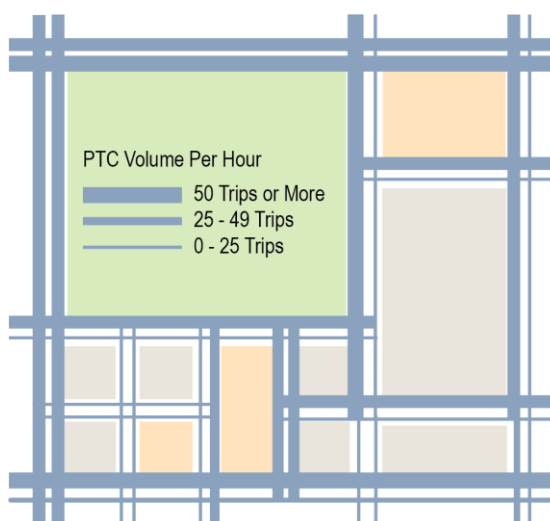
2) Trips are routed through streets based on historical speeds at the time of the trips (speed data from HERE Technologies)



3) Trips are linked using a simulation to estimate the distance traveled without passengers (deadheading time)



4) Total PTC volumes are estimated by adding up all of the routed trips on each street



3 Overall Trip-Making Trends and Patterns

3.1 PTC trips have grown by 180%

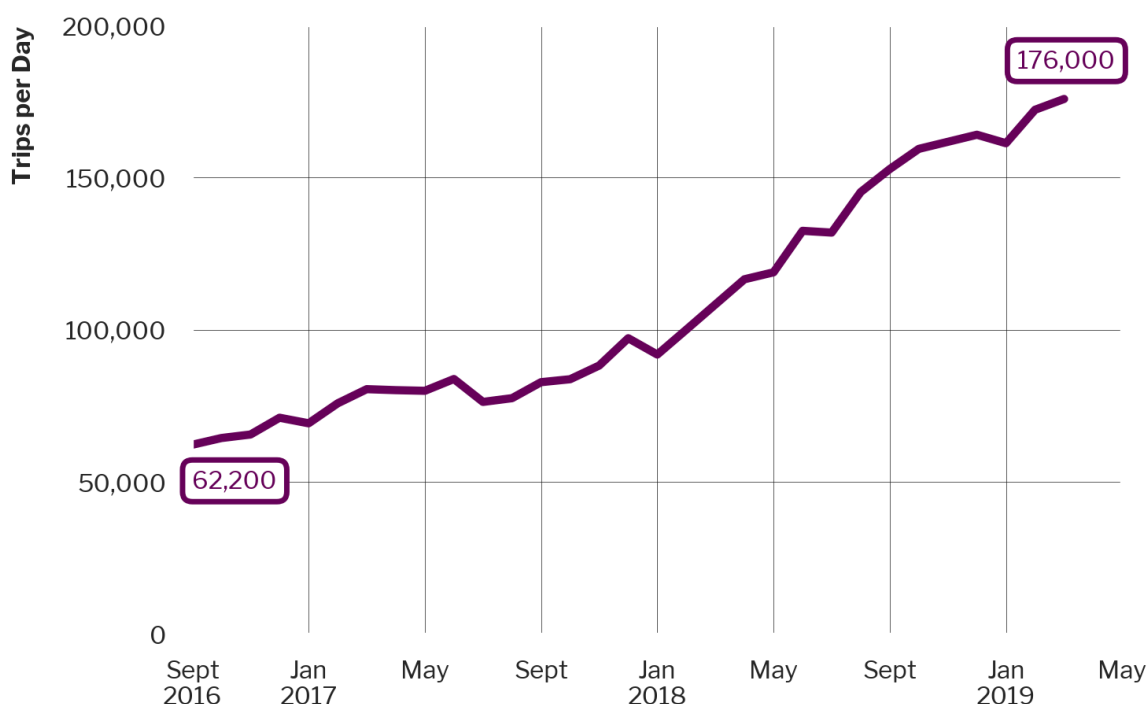
Exhibit 3-1 shows the overall timeline of when Uber and Lyft launched in Toronto. Uber started offering its UberX service in September 2014. Almost two years later, the City passed its Vehicle-for-Hire Bylaw in June of 2016. Lyft entered the Toronto market at the end of 2017.

Exhibit 3-1: Timeline of PTCs in the City of Toronto



PTC trips have grown rapidly since September 2016, when the service was first licensed by the City. As shown in Exhibit 3-2, an average of 176,000 trips were made daily in March 2019, an increase of over 180% since September 2016. The PTC trip volume represents nearly 3% of the 6.5 million trips average daily trips made to or from the City of Toronto in 2016¹.

Exhibit 3-2: Average Daily PTC Trips, September 2016 - March 2019



¹ 2016 Transportation Tomorrow Survey, Data Management Group, University of Toronto Transportation Research Institute

3.2 Trends in comparable North American cities point towards rapid growth in PTC trips

The City of Toronto is still in the early stages of PTC adoption relative to other comparable cities in North America. Exhibit 3-3 details the size of the PTC trip markets in other large cities across North America, along with their population and the year that PTCs first started operating. Chicago, a city of comparable population, hosts approximately 330,400 PTC trips daily, more than double that of Toronto. While it is impossible to know whether Toronto will reach this number of daily trips, it is noted that Chicago has had PTCs operating for 3 years longer than Toronto, and has witnessed consistent annual growth. While cities can differ greatly in their regulatory context, demographic makeup, and the size and population density of their urban cores, recent growth suggests that the PTC trip market in the City of Toronto is not as saturated as other cities and that growth in trips will likely continue for the foreseeable future.

Exhibit 3-3: Size of PTC Trip Markets in Other Jurisdictions

Jurisdiction	Daily PTC Trips	Dates	Population	First PTC Trip
New York City ²	769,700	March 2019 Daily Average	8,400,000 (2018)	2011
Chicago ³	330,400	March 2019 Daily Average	2,716,000 (2017)	2011
San Francisco ⁴	170,000	Nov-Dec 2016 Typical Weekday	864,000 (2017)	2011
Toronto	176,000	March 2019 Daily Average	2,956,000 (2018)	2014
Boston ⁵	95,600	2017 Daily Average	618,000 (2017)	2012
Seattle (King County) ⁶	91,000	Q2 2018 Daily Average	1,931,000 (2017)	2011

² Schneider, Todd W. Taxi and Ridehailing Usage in New York City. Retrieved from: <https://toddschneider.com/dashboards/nyc-taxi-ridehailing-uber-lyft-data/>

³ City of Chicago. (2019). Transportation Network Providers – Trips | City of Chicago | Data Portal. Retrieved from: <https://data.cityofchicago.org/Transportation/Transportation-Network-Providers-Trips/m6dm-c72p>

⁴ San Francisco County Transportation Authority. (2018). TNCs & Congestion. Retrieved from: https://www.sfcta.org/sites/default/files/2019-02/TNCs_Congestion_Report_181015_Final.pdf

⁵ Commonwealth of Massachusetts. 2017 Data Report: Rideshare in Massachusetts. Retrieved from: <https://tnc.sites.digital.mass.gov/>

⁶ The Seattle Times. (2018). How popular are Uber and Lyft in Seattle? Ridership numbers kept secret until recently give us a clue. Retrieved from: <https://www.seattletimes.com/seattle-news/transportation/how-popular-are-uber-and-lyft-in-seattle-ridership-numbers-kept-secret-until-recently-give-us-a-clue/>

3.3 PTC riders are younger and more likely to own a transit pass

This section summarizes the demographics of PTC users and how they compare to the general population of the City of Toronto as well as those that use taxis. This work relies heavily on the Transportation Tomorrow Survey (TTS), a large-scale travel demand survey that is conducted in the Greater Toronto and Hamilton Area (GTHA) every five years. The 2016 TTS was conducted in the fall of 2016 and was the first TTS to collect information on PTC trips as an explicit mode of travel. Uber was the main company operating in the GTHA at the time.

Exhibit 3-4 shows that the PTC user base is significantly younger than that of the general population and those that use taxis. A contributing factor is that younger users tend to be more digitally inclined, whereas smartphone-based applications can be a barrier to adoption for older adults. Taxis, on the other hand, were found to have a user base that is generally older than the general population. This is also reflected in Exhibit 3-5 which shows that taxi users are more likely to be without a driver's licence.

Exhibit 3-4: Age Distribution of Users, 2016 TTS

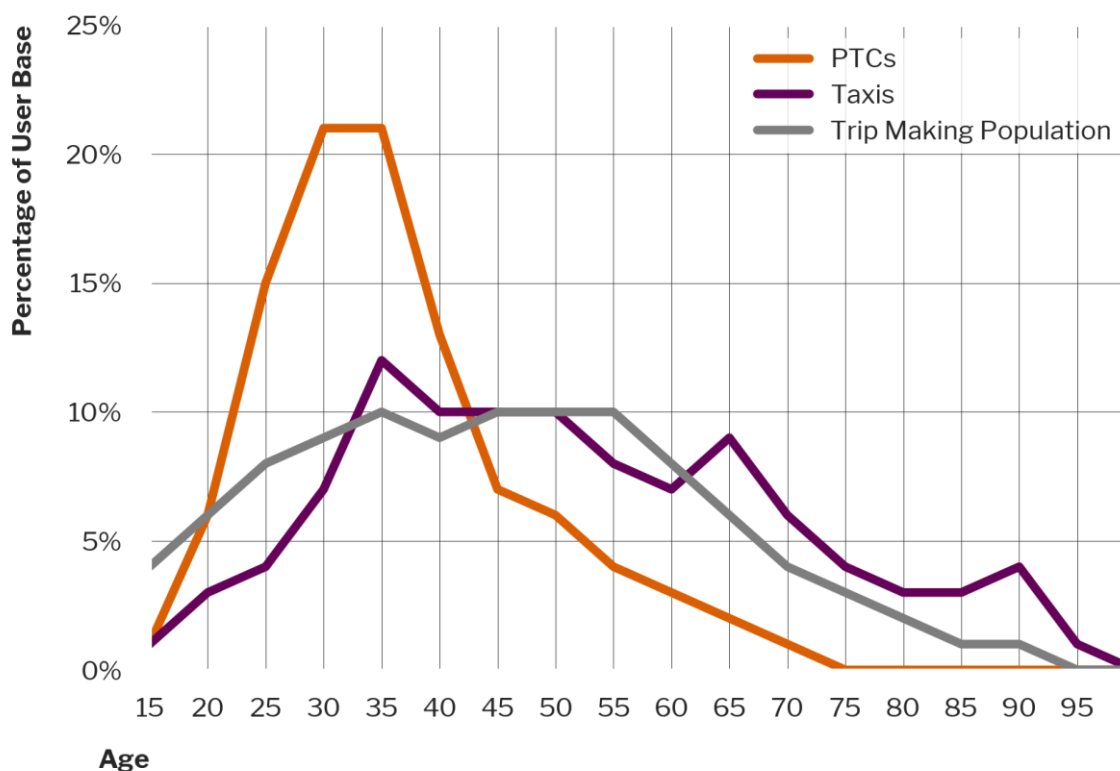
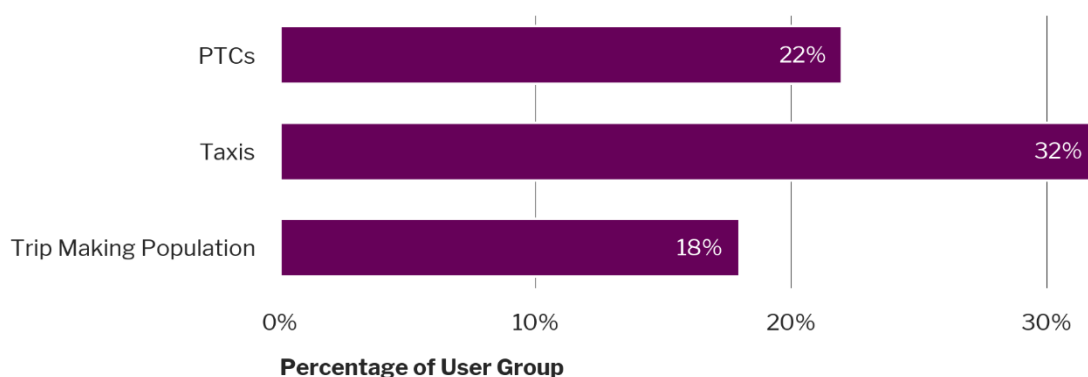
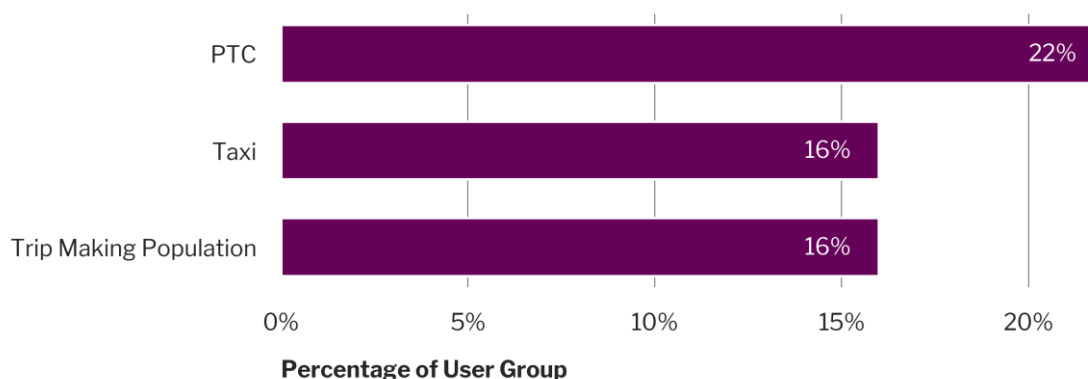


Exhibit 3-5: Users without Driver's Licences, 2016 TTS

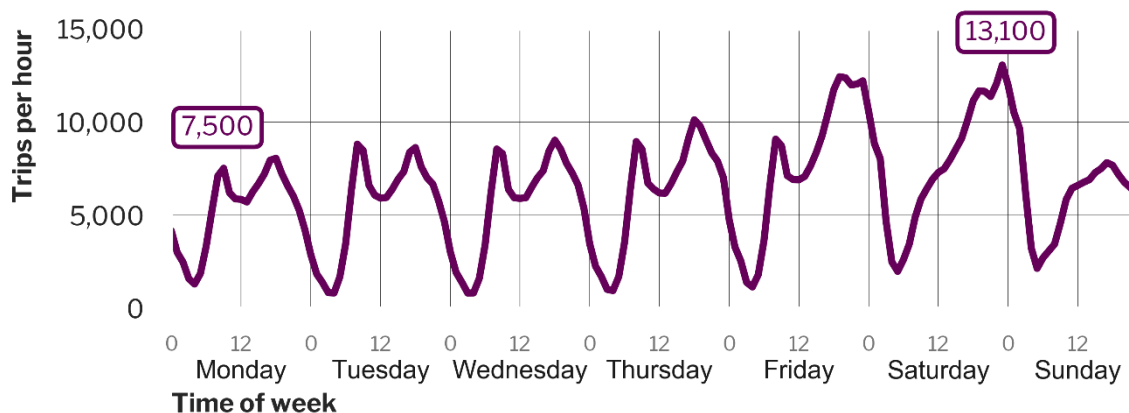
About 20% of PTC Users own a transit pass as shown in Exhibit 3-6. Compared to taxi users, PTC users are nearly 40% more likely to have a transit pass. This suggests that more PTC riders are regular transit users overall.

Exhibit 3-6: Transit Pass Ownership Distribution, 2016 TTS

3.4 Nighttime economy and commuter travel are the largest trip markets

Exhibit 3-7 shows the average hourly trips completed over an average week in September 2018. Trips increase throughout the week from Monday through to Saturday. Generally, PTC trip-making peaks are observed in two distinct time periods:

- **Friday and Saturday Nights:** the busiest period by far for PTC travel is Friday and Saturday nights, peaking at an average 13,100 trips per hour at midnight on Sunday morning. This time period is typically associated with nightlife activity, which is reflected in the dominance of trips in the downtown Entertainment District during this time (see Section 3.10).
- **Weekday Commuting Periods:** PTCs are also heavily used in the traditional morning and afternoon peak periods, typically associated with the times during which the road network experiences the most traffic.

Exhibit 3-7: Trips by Time of Day and Day of Week, September 2018

3.5 PTC trips are concentrated downtown and at major transportation hubs

Exhibit 3-8 summarizes the growth in daily PTC trips in each of the four districts within the City between October 2016 and September 2018. While Toronto and East York experienced the lowest percentage growth of the four districts, it accounts for over 65% of all new trips since October 2016. Within Toronto and East York, the majority of activity is happening within the much smaller area bounded by Jarvis St in the East, Liberty Village in the West and Bloor St in the North.

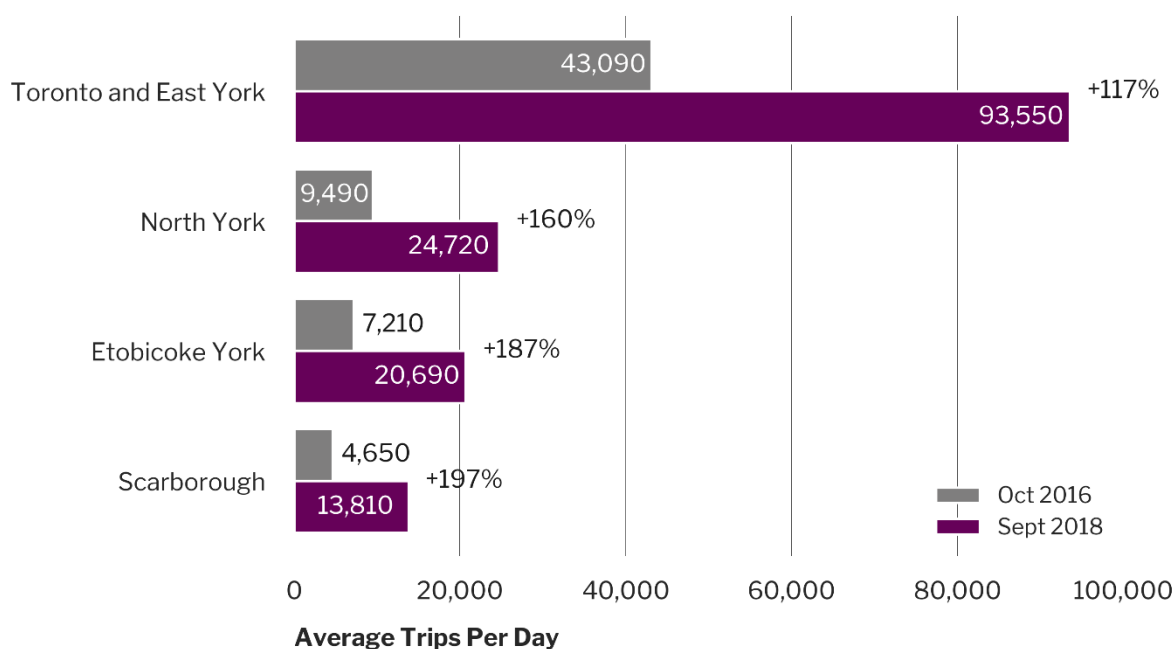
Exhibit 3-8: Average Daily PTC Trips by District, October 2016 vs September 2018

Exhibit 3-10 and Exhibit 3-11 show the areas of the City experiencing the heaviest concentration of pick-ups and drop-offs, respectively, over a two-year period. The vast majority of major trip concentration hotspots are

located within the downtown core, but there are discernable patterns in the surrounding neighborhoods as well:

- **Within the Downtown Core:** Significant trip hotspots include the major bar and restaurant districts of King Street West, Ossington Avenue, Little Italy, Yorkville and Cherry Street (Polson Pier), as well as the Financial District surrounding Bay Street and Wellington Street.
- **Outside the Downtown Core:** Trips are concentrated around major transit stations, shopping destinations (e.g. Yorkdale Mall, Sherway Gardens, Scarborough Town Centre), postsecondary institutions (e.g. York University, Humber College, University of Toronto Scarborough) and residential developments (e.g. Humber Bay Shores, Liberty Village).

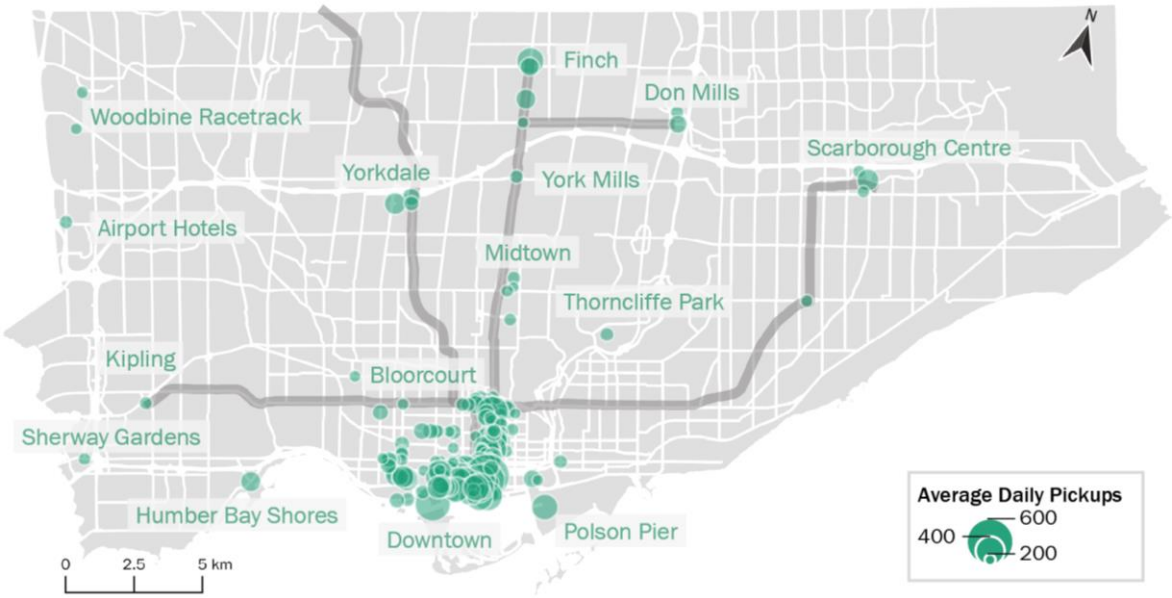
Exhibit 3-9 summarizes the ten most frequent pick-up and drop-off locations in the City of Toronto in September 2018. The most popular intersections are largely concentrated around the Financial District and Union Station, as well as Billy Bishop Airport. Appendix B maps the most popular intersections for each ward.

Exhibit 3-9: Top 10 PTC Pick-up/Drop-off Intersections in the City of Toronto, September 2018

Intersection	Location	Total Trips/Day
Bay and Wellington	Financial District	1,010
Stadium and Little Norway	Billy Bishop Airport	790
Bay and Front	Financial District	780
Yonge and St. Mary	Yorkville	710
University and Front	Financial District, Entertainment District	700
Bay and Queens Quay	Harbourfront	630
Yonge and Dundas	Eaton Centre	630
York and Bremner	Entertainment District	630
Bay and Dundas	Eaton Centre	600
Gerrard and O'Keefe Lane	Ryerson University	580

Exhibit 3-10: Average PTC Pick-ups, September 2018

A. City of Toronto



B. Downtown Toronto

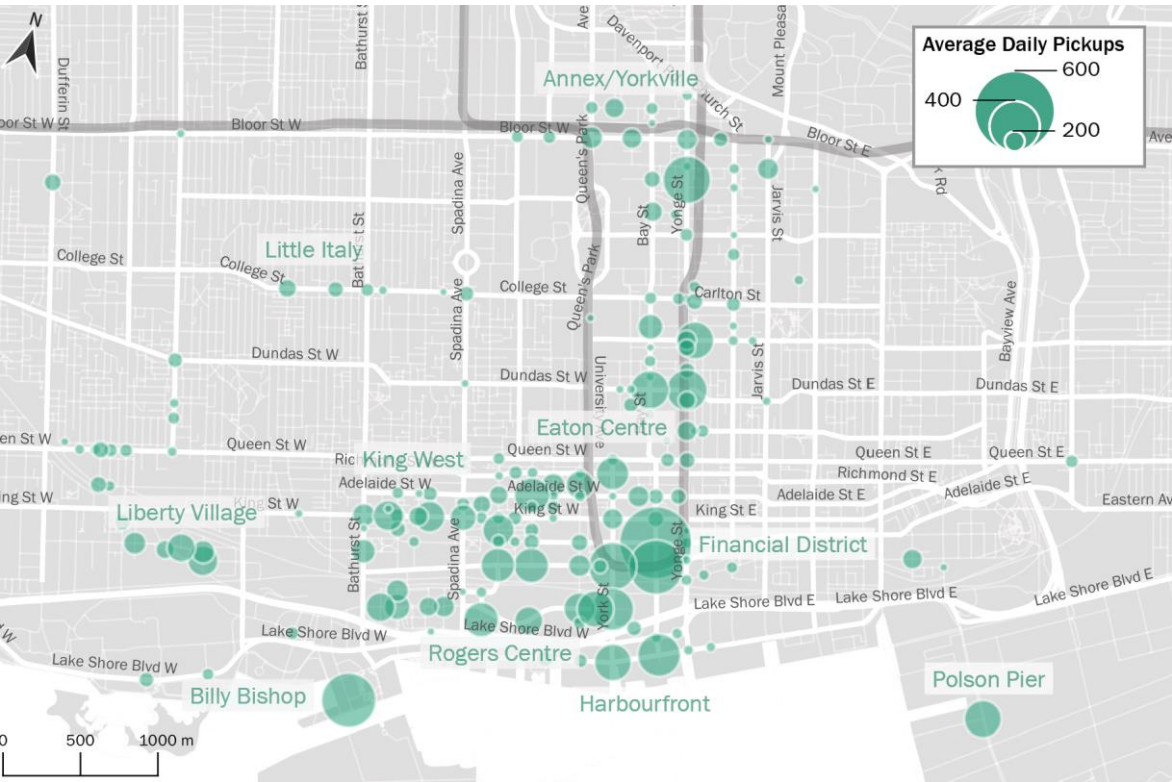


Exhibit 3-11: Average PTC Drop-offs, – September 2018

A. City of Toronto



B. Downtown Toronto



3.6 The majority of PTC trips are less than six kilometres

As summarized in Exhibit 3-12, travel by PTCs is made up of mostly short distance trips, with almost 50% of trips being less than five kilometres and over 70% less than ten kilometers. Using average fare data published by Uber and Lyft, this corresponds to a cost of 10 to 15 dollars for most non-shared trips. This distribution is consistent with a trip market that is dominated by the downtown core.

Exhibit 3-12: Distribution of City-wide PTC Trip Distances, September 2018

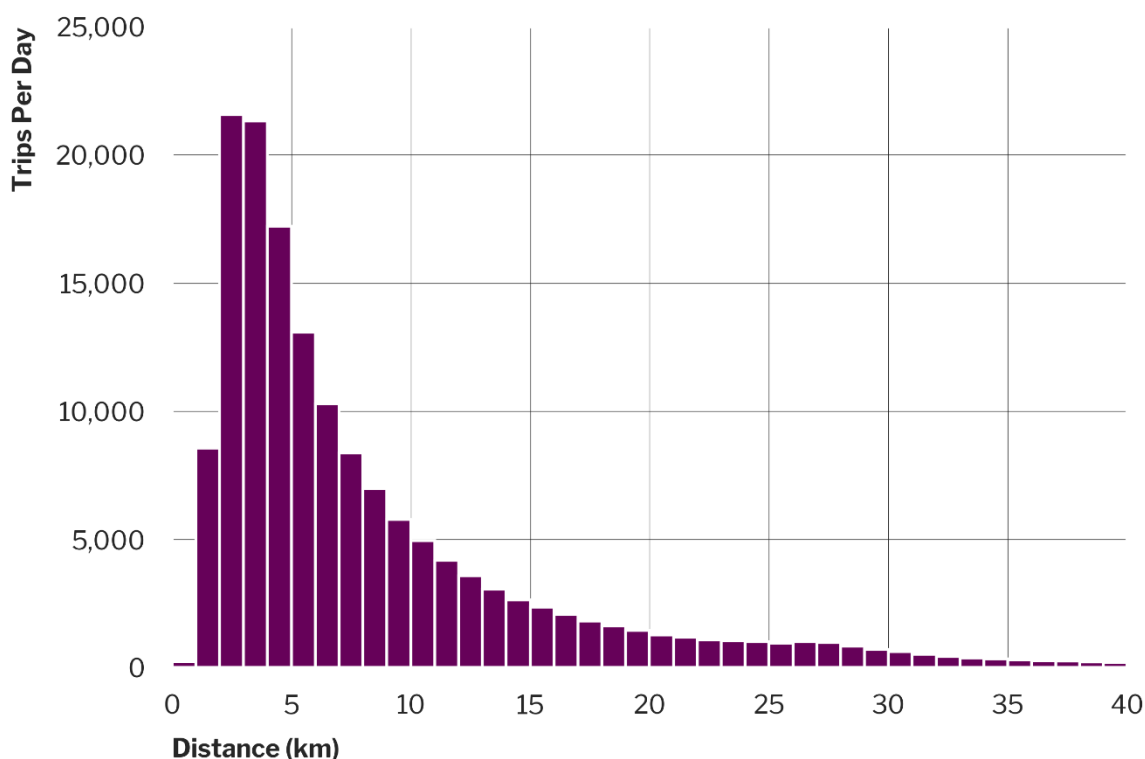
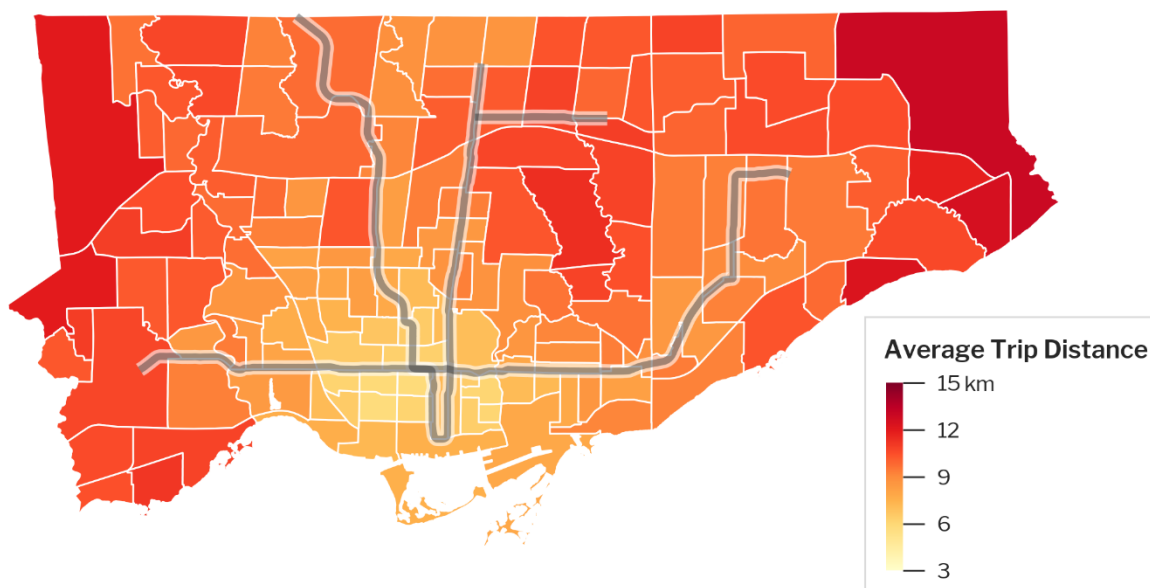


Exhibit 3-13 shows that median trip distances increase as the pick-up locations move farther out from the core. Average trip distances within downtown Toronto are less than five kilometres, increasing to ten kilometres or higher in parts of Etobicoke, Scarborough and North York.

Exhibit 3-13: Average PTC Trip Distance by Neighbourhood, September 2018



3.7 The busiest days are on celebration weekends

Exhibit 3-14 and Exhibit 3-15 highlight the days on which PTC usage was significantly higher or lower, respectively, relative to the daily averages observed on comparative days across a 5-week period. In general, these days are linked with some of the largest celebration dates in the City, with the Saturday before Halloween consistently being the busiest day of the year.

Exhibit 3-14: Busiest Days for PTC Trips

Date	PTC Trips	% Change from 5 Week Average	Potential Reason
Dec 31, 2018	199,200	44%	New Year's Eve
Jan 1, 2018	110,400	38%	New Year's Day
Dec 31, 2017	134,800	35%	New Year's Eve
May 25, 2017	93,400	35%	Heavy Rain
Oct 27, 2016	72,700	31%	Halloween
Dec 14, 2017	107,400	30%	Holidays
Dec 22, 2017	77,100	30%	Holidays
Apr 6, 2017	89,700	28%	Unknown
Dec 21, 2017	106,800	28%	Holidays
Oct 27, 2018	251,100	27%	Halloween

Over 250,000 PTC trips were taken on the Saturday prior to Halloween in 2018, 27% higher than Saturdays in October and November. Other peak days include New Year's Eve, St Patrick's Day, and the Pride Parade and Victoria Day weekends. Conversely, the slowest days of the year are mostly found on public holidays such as Christmas, New Year's Day, Thanksgiving,

March Break and Family Day. Appendix B shows the busiest hour of activity in each ward.

Exhibit 3-15: Lightest Days for PTC Trips

Date	PTC Trips	% Change from 5 Week Average	Potential Reason
Dec 25, 2016	41,500	-40%	Christmas
Dec 25, 2018	87,300	-39%	Christmas
Dec 26, 2018	96,200	-32%	Boxing Day
Oct 8, 2018	95,900	-32%	Thanksgiving
Jan 2, 2017	38,900	-32%	Post New Years
Dec 25, 2017	57,000	-30%	Christmas
Dec 24, 2016	64,900	-29%	Christmas Eve
Dec 28, 2018	136,600	-23%	Holidays
Apr 17, 2017	54,700	-22%	Good Friday
Feb 20, 2017	50,800	-22%	Family Day

3.8 Average wait times are under 4 minutes city-wide

Understanding the wait times for PTC users is key to understanding how PTC service levels have evolved, both over time and across the city. Average wait times provide important context for understanding spatial inequities and the competitiveness of PTCs with public transit.

The average wait time for completed trips in the City of Toronto has dropped from 4.2 minutes in September 2016 to 3.1 minutes in September 2018. As shown in Exhibit 3-17, wait times are comparable across the City with times ranging from 2.8 min in Toronto and East York up to 3.5 minutes in North York. Wait times have decreased up to two minutes on average in the past two years in most areas of the City (Exhibit 3-18).

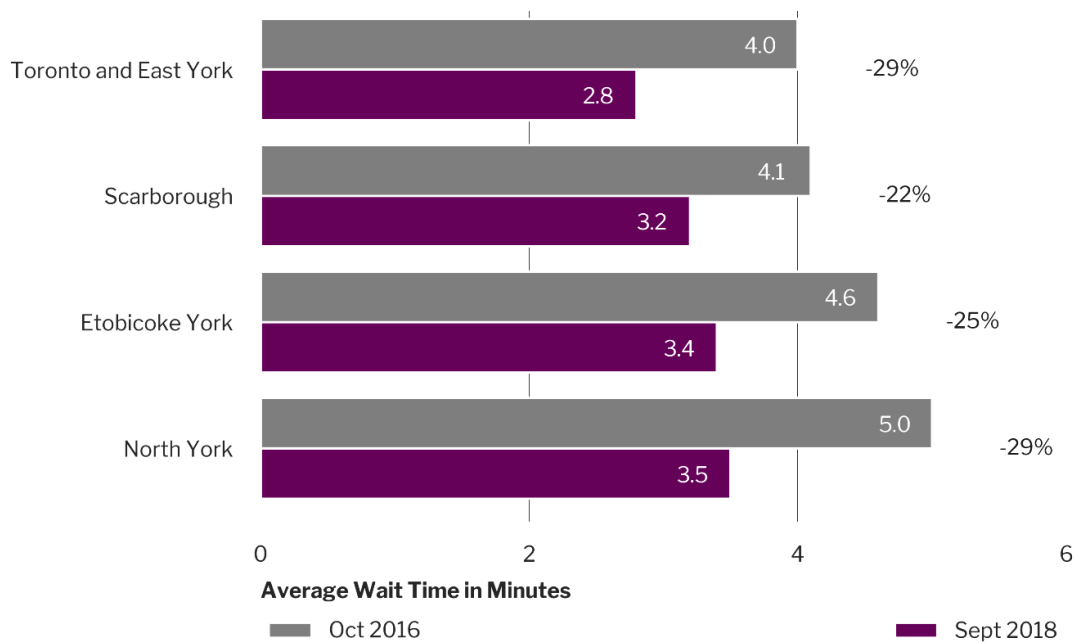
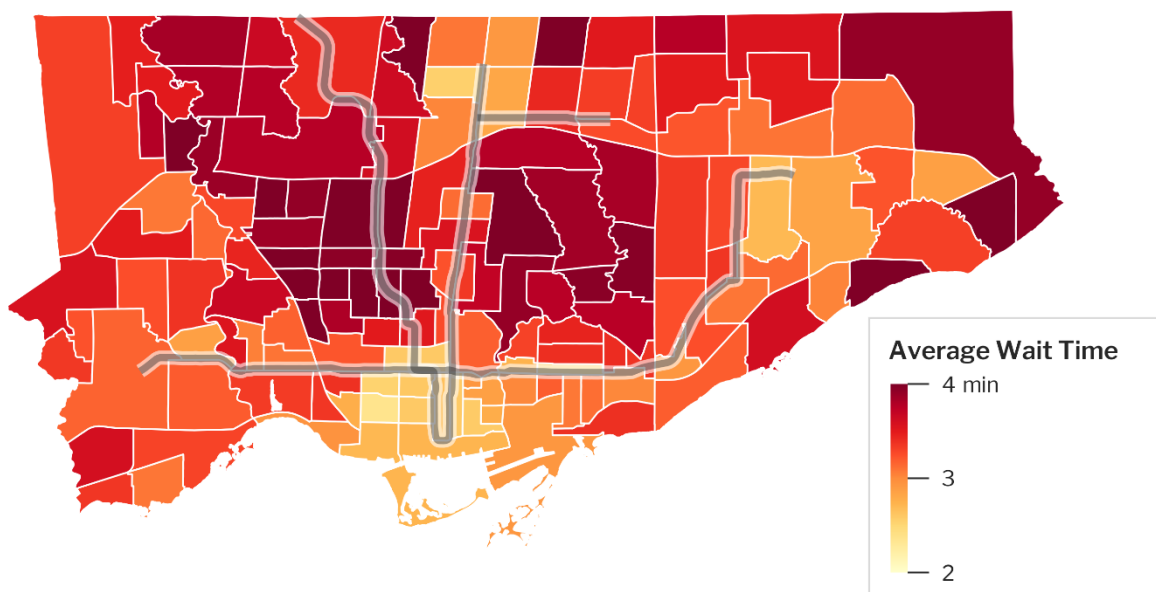
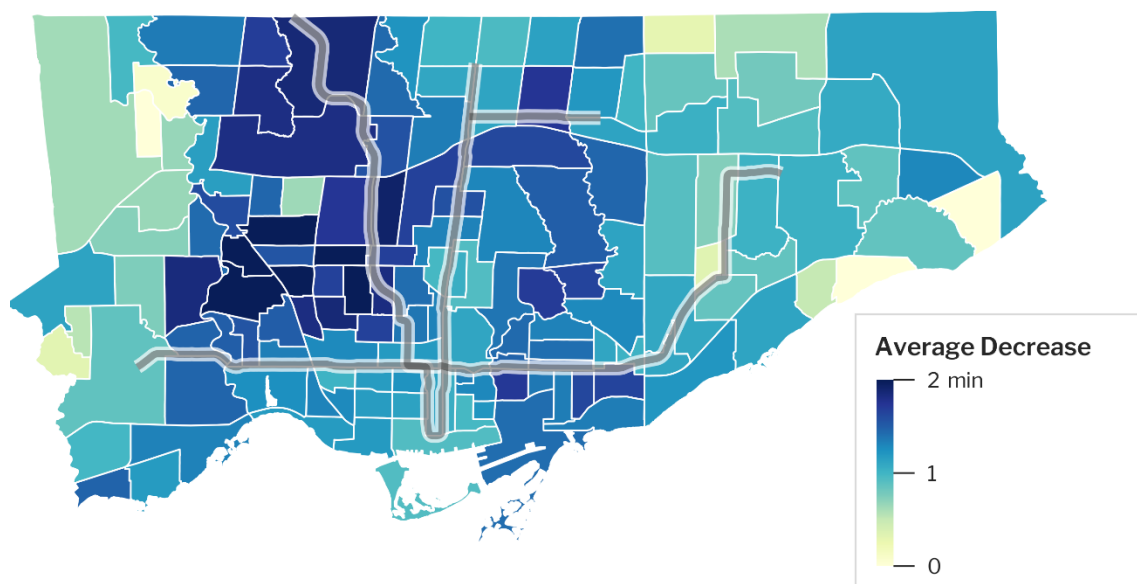
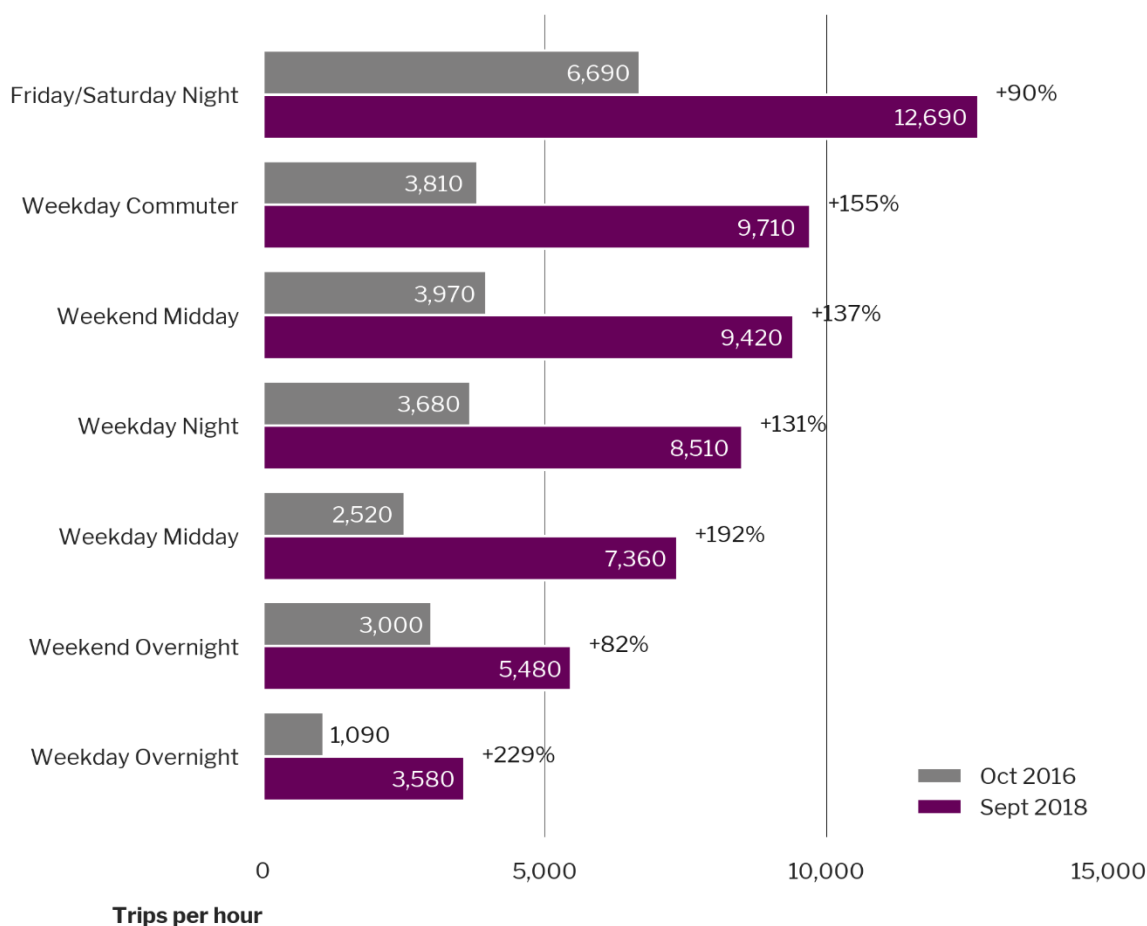
Exhibit 3-16: Average Wait Times by District, September 2018**Exhibit 3-17: Wait Times by Neighbourhood, September 2018**

Exhibit 3-18: Wait Time Changes by Neighbourhood, September 2016 vs. September 2018



3.9 The commuter trip market is growing rapidly

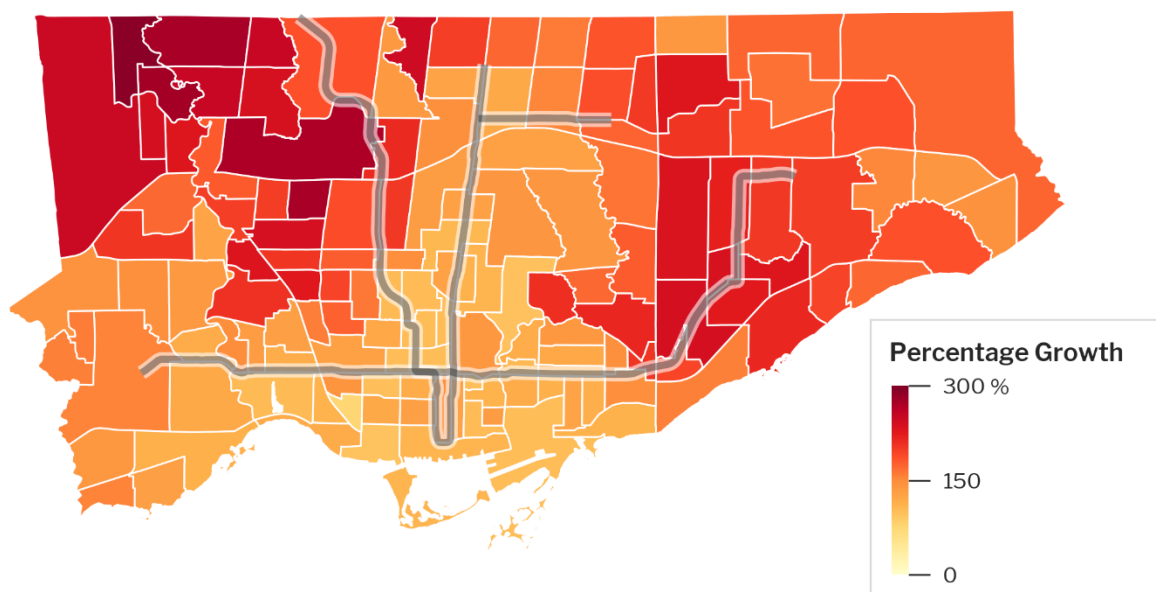
Over a two-year period starting in September 2016, the nature of PTC travel demand has evolved from being primarily nighttime entertainment focused to an increasingly popular commuter travel option. As shown in Exhibit 3-19, Friday and Saturday night trips over these two years have grown by only 90% compared to overall growth of 155% in the commuter peak periods. Similar rapid growth has been observed in the weekday midday, night and overnight periods.

Exhibit 3-19: PTC Trip Growth by Time Period, October 2016 vs. September 2018

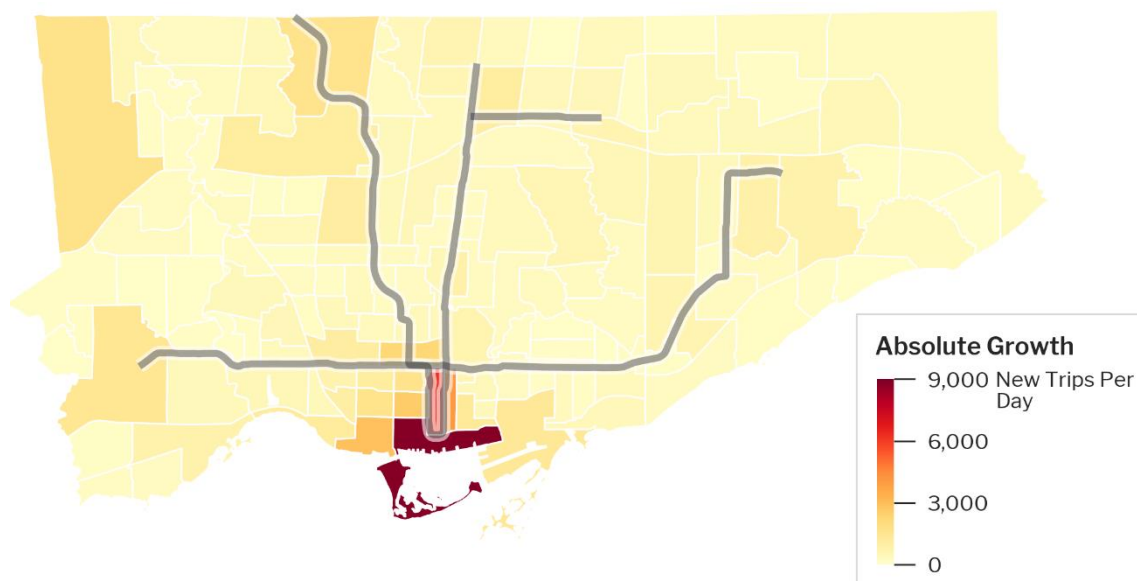
As shown previously in Section 3.5, PTC trips have grown fastest in the suburban areas of the city, with two-year growth of 197% in Scarborough, 160% in North York and 187% in Etobicoke, compared to only 117% in Toronto and East York. PTC service, however, is still largely concentrated downtown, with 61% of all pick-ups in September 2018 occurring within Toronto and East York. Exhibit 3-20 shows that the rate of growth in PTC trips tends to increase with distance away from Downtown Toronto, with the most rapid percentage growth being seen in North-West Etobicoke.

Exhibit 3-20: Growth in PTC Trips by Neighbourhood, October 2016 to September 2018

A. Percentage Growth

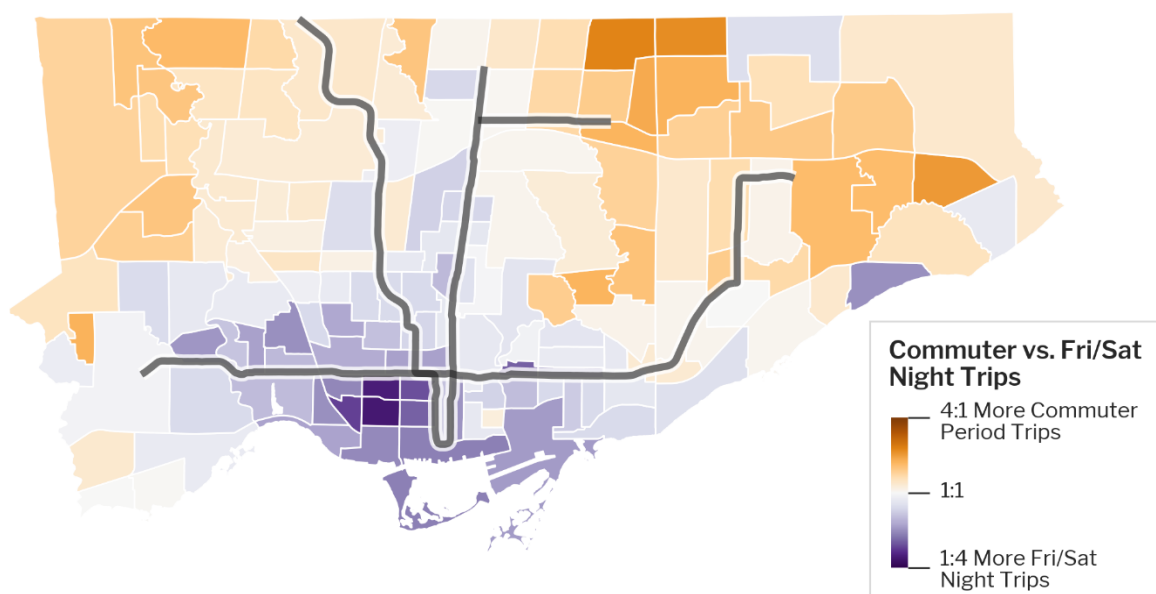


B. Absolute Growth



3.10 PTCs are more commuter-focused outside of Downtown

As detailed in the previous section, commuter trips are emerging as an important trip market that are being increasingly captured by PTCs. This is illustrated by Exhibit 3-21, which shows a landscape with two distinct geographies. Downtown neighbourhoods generally see more than two Friday and Saturday night trips for every weekday commuter period trip while the opposite is true in the suburbs where trips are much more commuter-focused.

Exhibit 3-21: Comparison of Commuter Trips vs Friday/Saturday Night Trips, September 2018

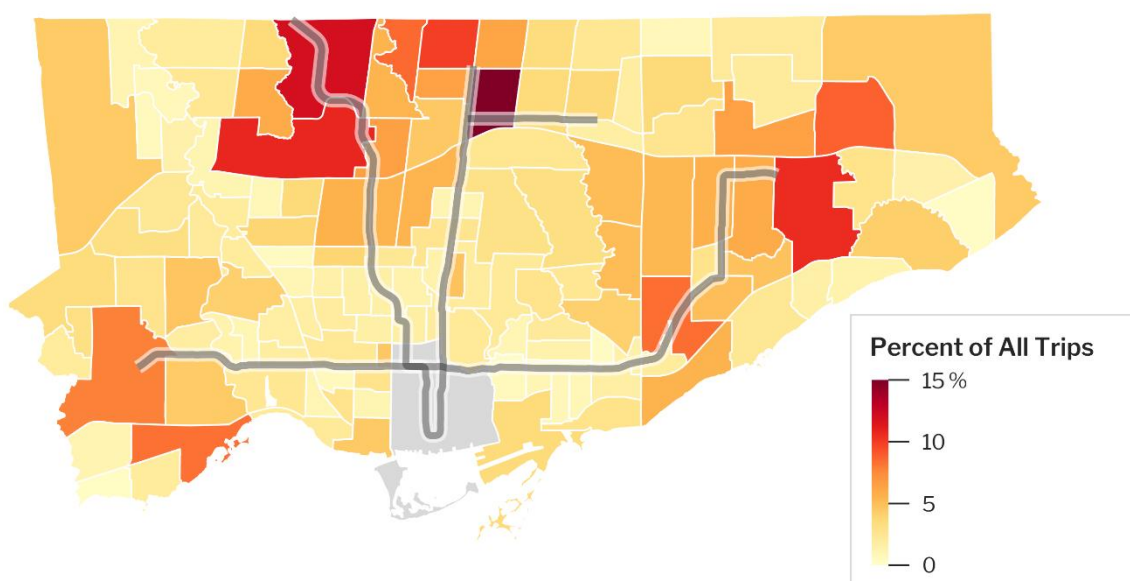
The distribution of trip destinations is critical to understanding the underlying trends driving the growth in suburban commute trips. Exhibit 3-22 summarizes the distribution of trip destinations for the weekday morning peak hour (8 to 9 a.m.) for PTC trips originating in Etobicoke, North York and Scarborough. The large majority of these trips are not destined for downtown, with many staying within the same neighbourhood or district.

Exhibit 3-22: Destination of AM Peak Period Trips

Pick-up District	Subway (%)	Within District (%)	Downtown (%)	Other Districts (%)
Etobicoke	7	41	12	41
North York	9	43	14	33
Scarborough	10	50	8	32

Exhibit 3-23 shows in further detail the proportion of trips by neighbourhood that are being taken by PTC users to access TTC subway stations. In general, trips to non-downtown subway stations make up approximately 3 to 12% of all trips outside of downtown, but the absolute trip volumes are still small overall. The busiest suburban subway station is Finch Station, which attracted an average of 27 PTC trips in the morning peak hour, approximately half the capacity of a standard TTC bus.

Exhibit 3-23: Proportion of AM Peak Hour Trips to Subway Stations



3.11 A quarter of overall PTC trips use shared ride services

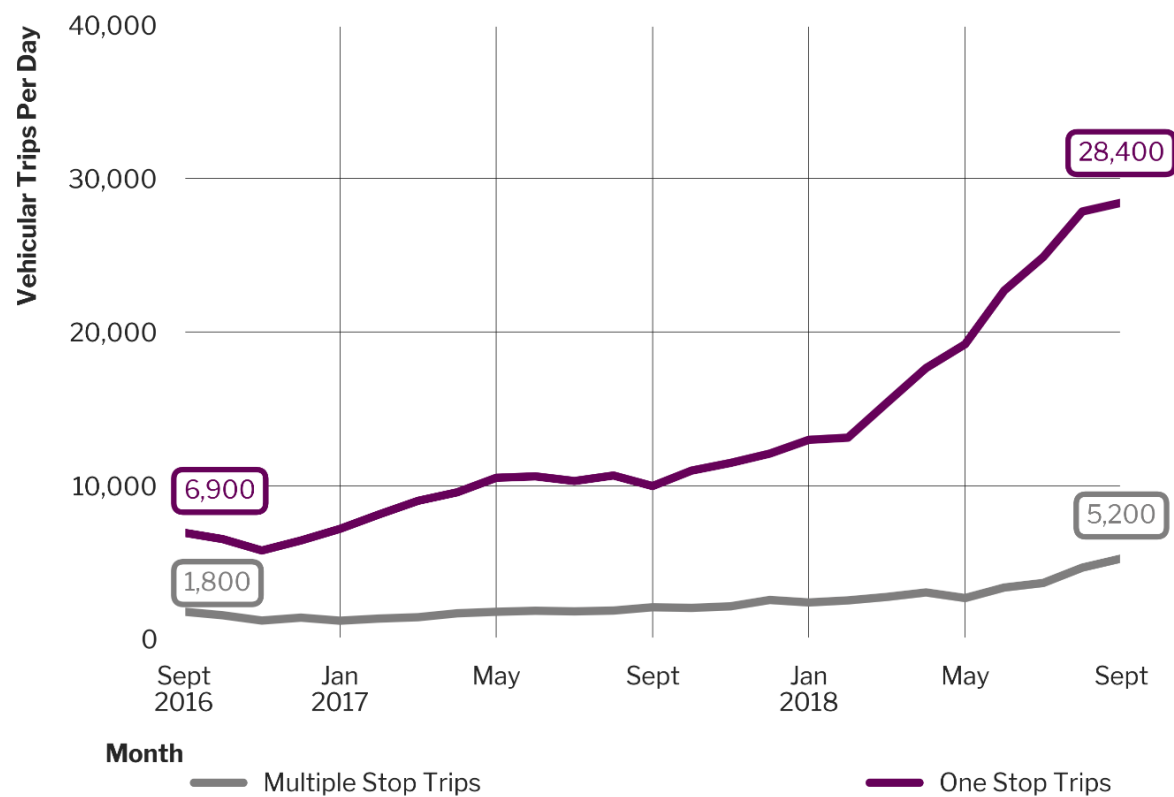
Shared ride services, such as Lyft Line and Uber Pool, are unique offerings that form a subset of the overall PTC trip market. These services chain together pick-ups and drop-offs and allow the driver to operate as a shared ride for multiple distinct customers, while providing passengers with a reduced fare. Exhibit 3-24 illustrates the growth in shared trips from about 6,900 trips/day in September 2016 to 28,400 in September 2018; this 140% growth is significant as shared trip requests have increased from 17% to 26% of all PTC trips (Exhibit 3-25).

While shared trip services are increasingly popular with PTC users, it appears that the large majority of these trips are being completed with no additional passengers. These services work by matching passengers with others heading on similar paths, but most trips result in passengers not being matched up with other users; in September 2018, only 5,200 (18%) of the total 28,400 daily shared ride trips made more than one distinct pick-up.

Exhibit 3-25 demonstrates that in the suburbs, especially in large sections of Etobicoke and North York, users are much more likely to order shared ride services. Up to 45% of trips in these areas are shared ride requests. In addition, shared ride trips in these neighbourhoods make fewer pick-ups on average than the city as a whole. As a result, passengers in these neighbourhoods are likely to receive a service identical to private PTC services while still benefiting from the lower price point of a shared ride.

Exhibit 3-24: Growth in Shared Ride Trips, September 2016 to September 2018

A. Total shared ride trips



B. Shared ride trip proportion of total trips

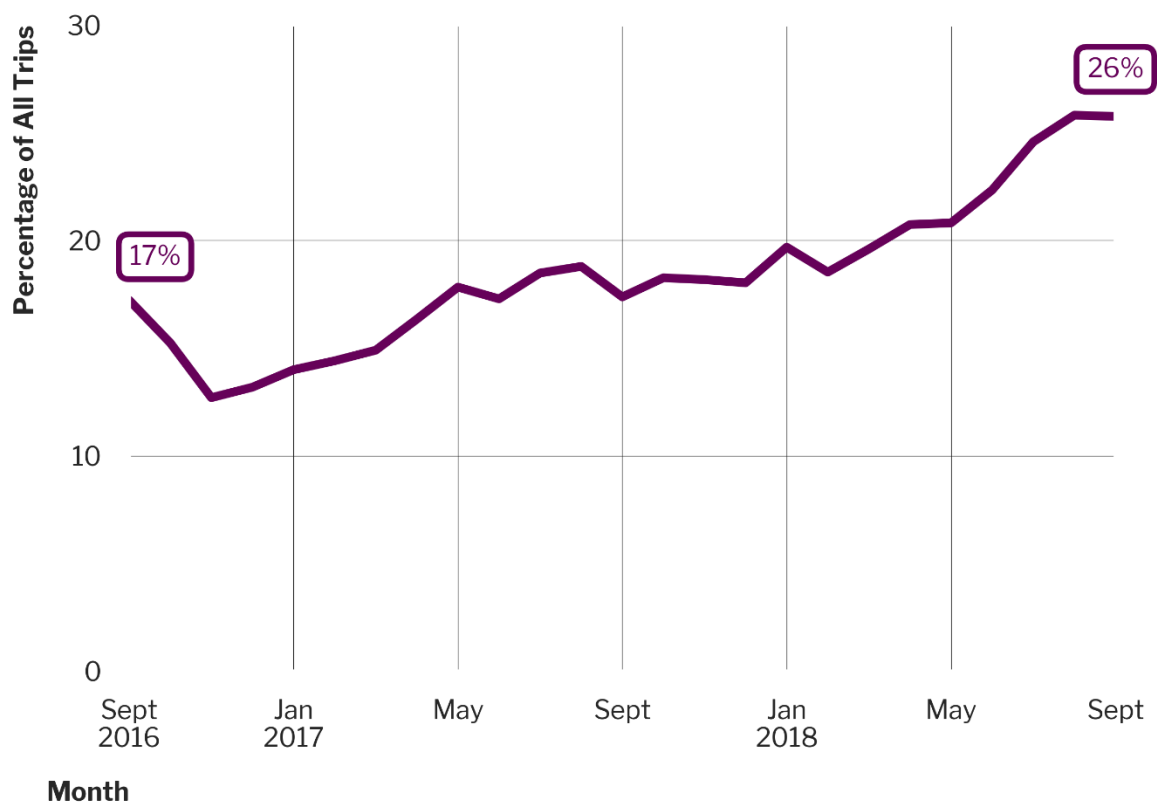


Exhibit 3-25: Proportion of Shared Ride Trips by Neighbourhood, September 2018

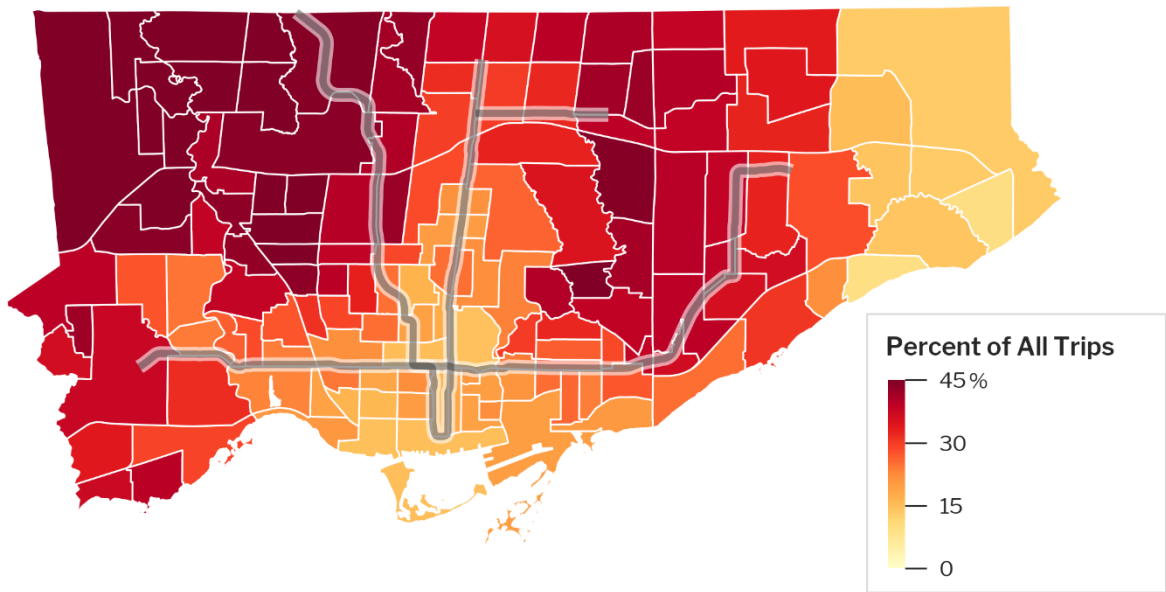
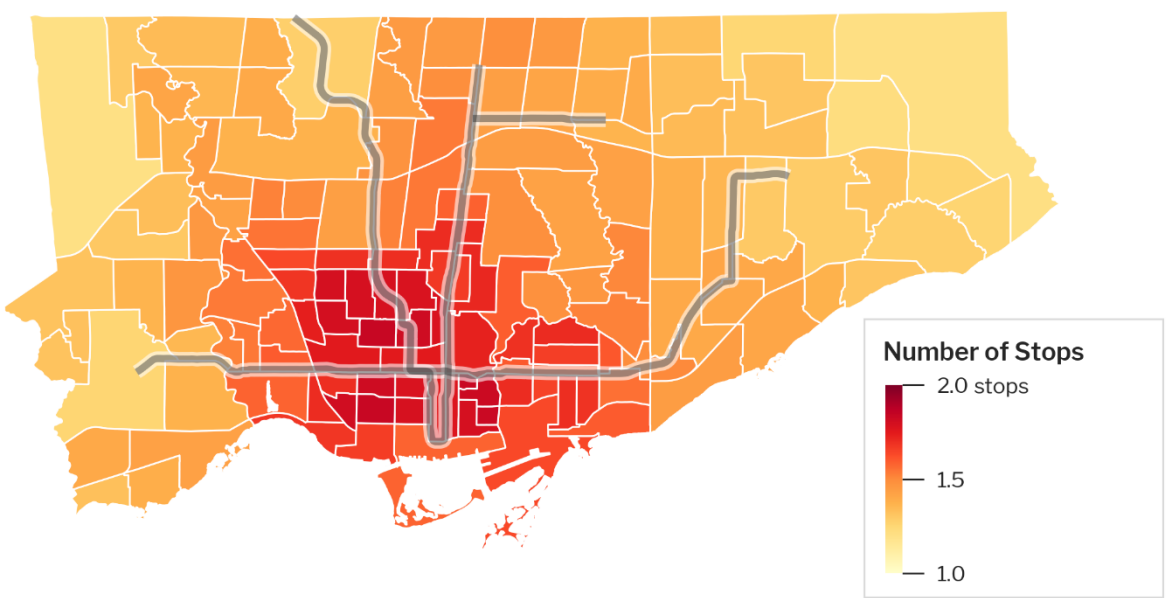


Exhibit 3-26: Average Number of Stops per Completed Shared Ride Trip, September 2018



4 Accessible Service

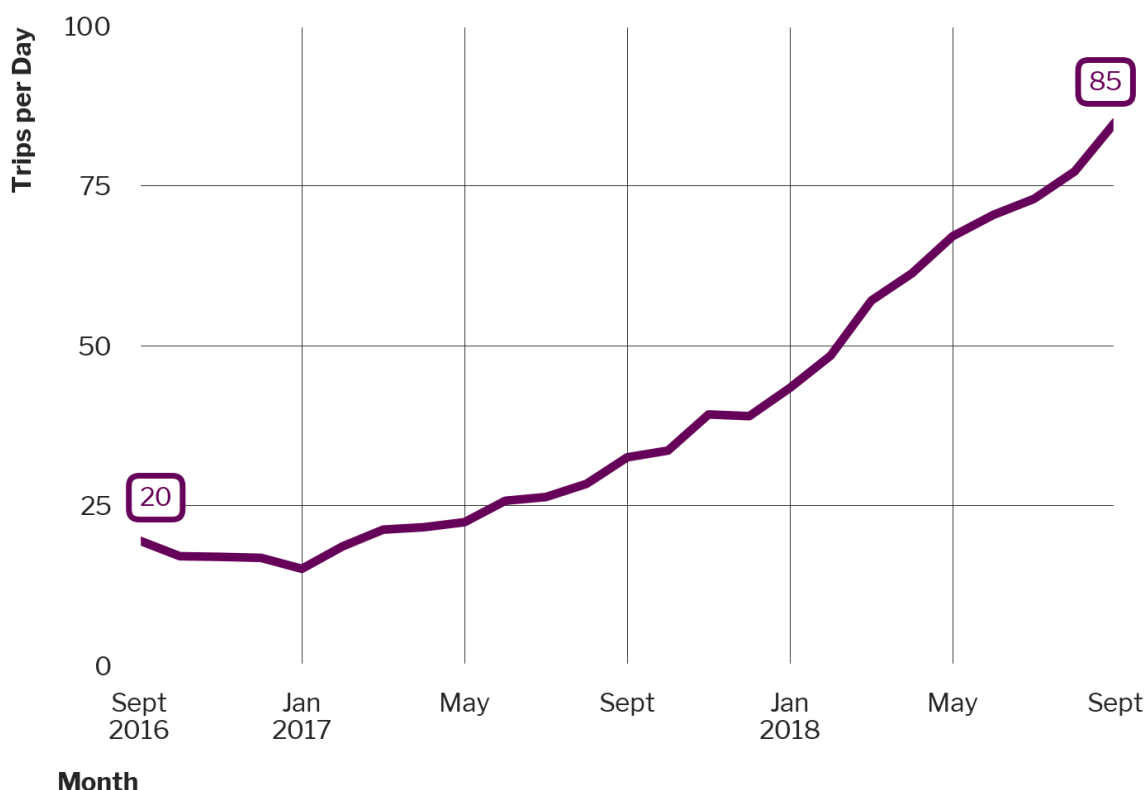
4.1 Fewer than 100 accessible (WAV) trips are made per day

In accordance with the Toronto Municipal Code, Chapter 546-119 Wheelchair Accessible Vehicle (WAV) service must be operated by any PTC in Toronto with more than 500 licensed drivers. The service is required to:

- Ensure wheelchair accessible vehicles are available when requested by a passenger through the PTC's platform within the average wait time for non-accessible taxicab services; and
- Charge fares for accessible vehicles that are the same or less than, the fare charged by that PTC for its lowest cost non-accessible service.

Only Uber currently offers these services under the WAV product category. Lyft is currently not operating in compliance with the bylaw per these requirements. Accessible trips are few but growing rapidly (see Exhibit 4-1): the average of 85 trips per day completed in September 2018 represent less than 0.1% of all PTC trips in Toronto.

Exhibit 4-1: Growth in Daily Wheelchair Accessible Trips, September 2016 – September 2018



As illustrated in Exhibit 4-2, time of week trends for WAV trips are different than those of all PTC trips. WAV trips tend to peak after noon rather than during the commuting periods, with no nocturnal activity peaks on Friday and Saturday. This pattern is likely due to a number of factors, including a larger amount of non-commuter trip purposes (shopping, medical appointments

etc.), people with mobility challenges potentially avoiding peak period travel and a lower availability of accessible options for Friday and Saturday night activities.

Exhibit 4-2: Percentage of Trips by Time of Week, All PTC Trips vs. WAV Trips

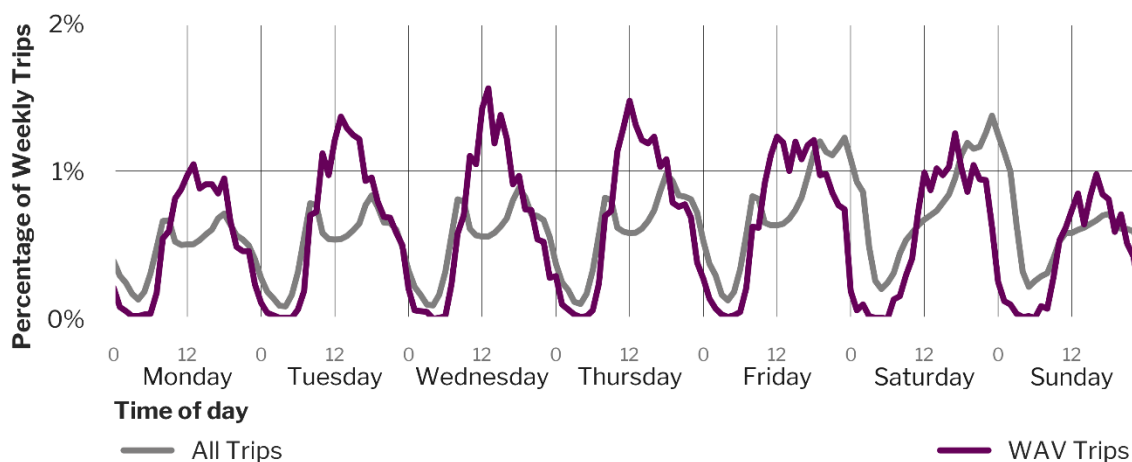
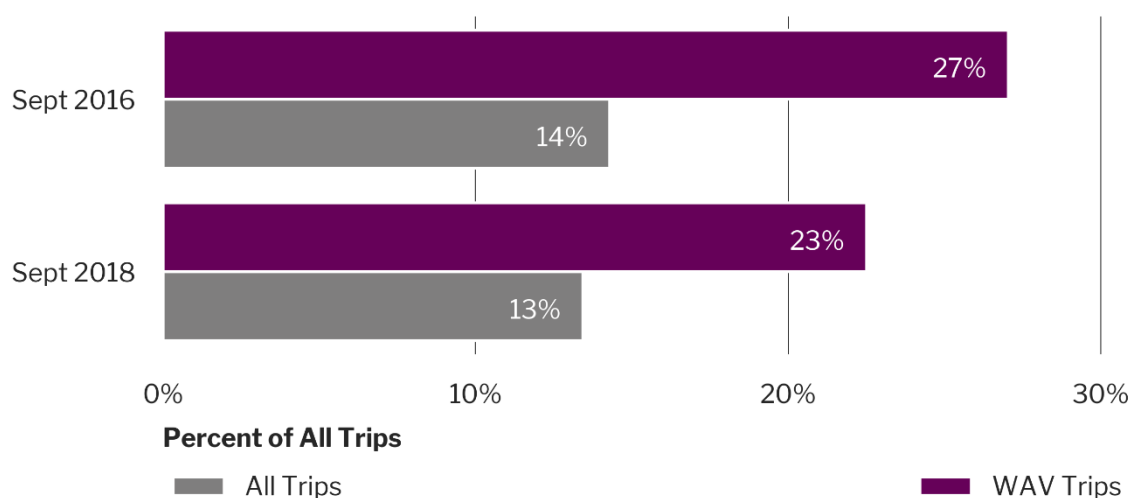


Exhibit 4-3 shows an estimate of the proportion of accessible trips that are made to intersections adjacent to healthcare facilities (defined as hospitals, clinics, long term care homes, retirement homes, disability centres, and labs) compared to the proportion of all PTC trips. In September 2018, 23% of accessible trips are destined to intersections with healthcare facilities compared to only 13% for the full population of PTC trips.

Exhibit 4-3: Percentage of Trips to Intersections Near Health Facilities, All PTC Trips vs. WAV Trips

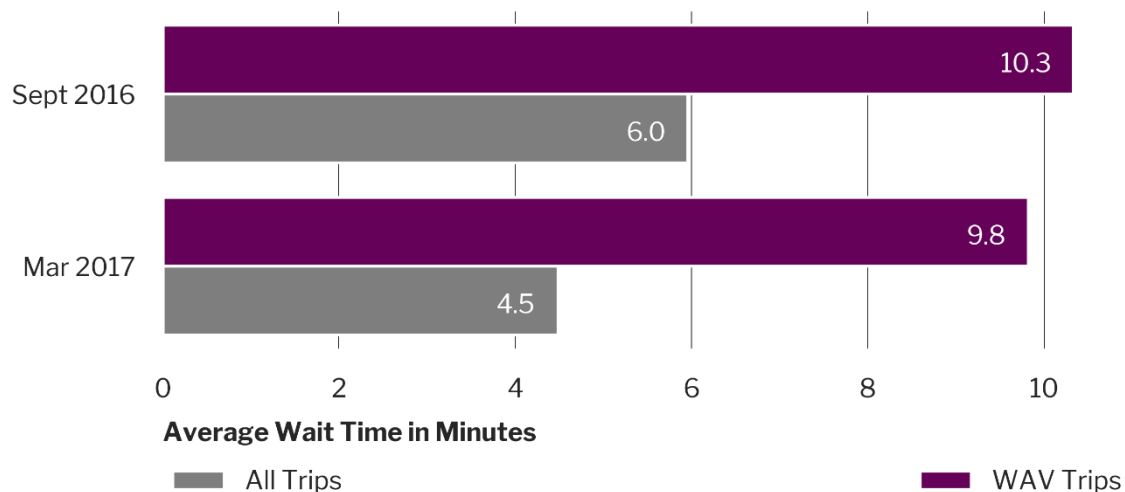


4.2 Wait times for WAV trips are longer than non-WAV trips

The Vehicle-for-Hire bylaw requires that wait times for accessible service is equivalent to that of non-accessible services. As of March 2017, however, passengers using the accessible service were subject to wait times that were

about two times longer than those of the non-accessible service (see Exhibit 4-4). This is not unexpected due to the low overall volume of accessible trips in the city and the small population of registered accessible vehicles (32 as of June 2019).

Exhibit 4-4: Average Wait Times by Month, All PTC Trips vs. WAV Trips



5 Mode Shift & Transit Impacts

The emergence and continued growth of PTCs in the City of Toronto impacts the demand for other modes of transportation, whether taxis, public transit, driving, walking or cycling. This section explores the links between PTCs and other modes, with a focus on its relationship with public transit. In particular, this analysis looks to answer the following questions:

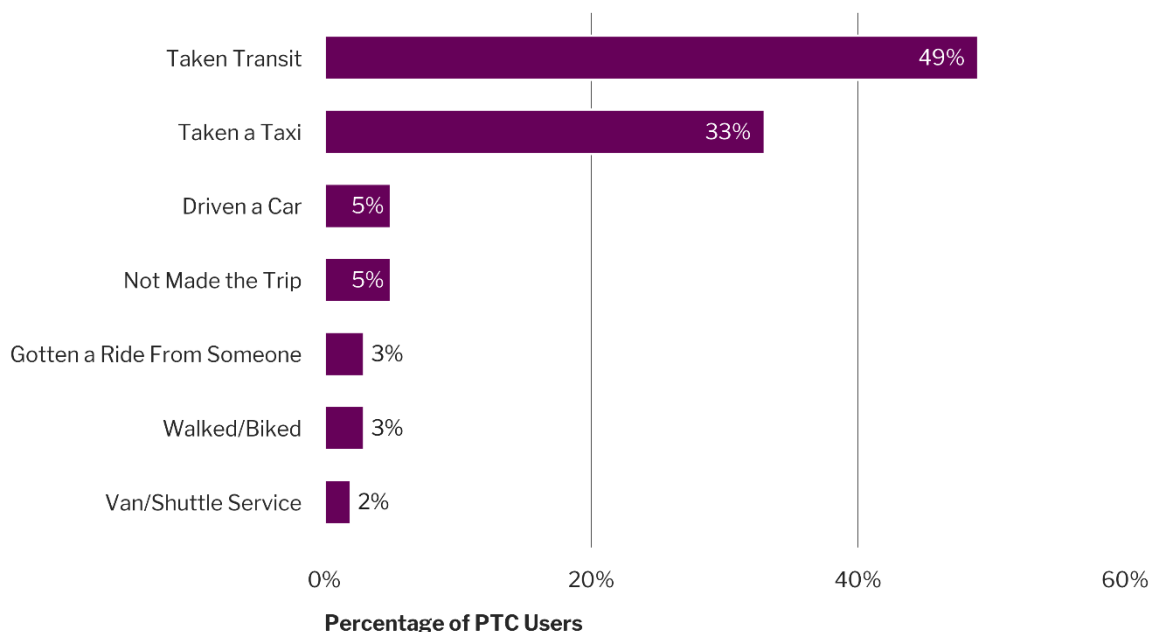
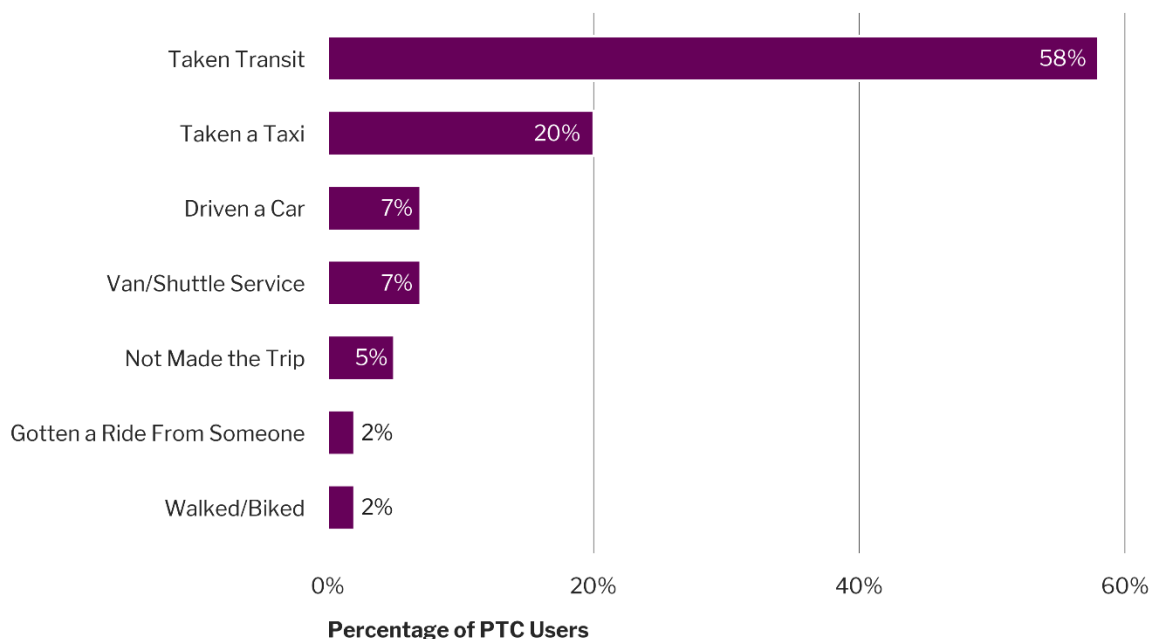
- How have PTCs impacted travel decisions?
- How do transit service levels compare with PTC services for the same locations and times?
- Are PTCs compensating for gaps in transit service?

Further work is needed to understand how the relationships and observations described in this section have impacted transit ridership in the City. This work would require a study of ridership data across the City while building in relationships from market research on travel behaviour patterns as introduced in Section 5.1.

5.1 PTC users' second choice is most often transit or taxi

The University of Toronto Transportation Research Institute (UTTRI) conducted a survey of City of Toronto residents in May 2019 to determine factors that influence residents' choices for if and when they choose to use PTC services in the City. In total, 723 participants completed the survey. See Appendix A for further information on the survey design and results. Survey participants were asked a series of questions that reflect real (revealed-preference) or hypothetical (stated-preference) decisions to identify, in part, which modes were directly competing with PTCs. Revealed preference questions are able to ask details of a recent trip, while the stated preference question is used to look in more detail at trade-offs between time, cost and other attributes of the trip. Of the survey respondents, 65% reported that they had used a PTC service at least once of which half had a PTC app installed on their phone at the time of the survey.

As detailed in Exhibit 5-1, 49% of the 409 respondents stated that they would have taken public transit in the absence of PTCs for their most recent PTC trip, while 33% would have taken a taxi. The remaining 18% would have driven, been driven by someone, walked, biked, or would have not made the trip at all. Of the above respondents, only 60 had taken commuting trips recently. For their most recent commuting trip, as summarized in Exhibit 5-2, 58% of respondents would have taken transit in the absence of PTCs and 20% would have taken a taxi.

Exhibit 5-1: The Second Choice Mode for the Most Recent PTC Trip (Revealed Preference)**Exhibit 5-2: The Second Choice Mode for the Most Recent Commuting PTC Trip (Revealed Preference)**

Respondents were also given hypothetical scenarios in which they were asked to make direct trade-offs between time, cost, and other relevant factors (comfort, convenience, etc.) As detailed in Exhibit 5-3, the modes most commonly replaced by PTCs within these hypothetical scenarios were transit (60% for commute trips, 35% for non-commute trips) and driving alone (24% for commute, 27% for non-commute). Of note, significantly fewer people (less than 1%) would have taken a taxi as their second option.

Exhibit 5-3: Travel Modes Replaced by PTC by Purpose (Stated Preference)

Travel Mode	Commute	Non-Commute
Drive yourself	62	74
Driven by Someone You Know	21	27
Public Transit	152	94
Taxi	2	2
Bicycle	0	4
Walking	17	70
Total	254	271

The survey results also revealed that mode choices are in large part driven by the importance users place on some key factors:

- Public Transit riders placed greater importance on travel time and reliability, factors that can be controlled to a certain extent through operations and planning.
- PTC users placed greater importance on convenience, comfort and safety. In addition, about two-thirds of respondents indicated that they were more likely to choose ride-hailing services than public transit if they are running late for an appointment or meeting.

5.2 PTCs are competing with transit but are also filling gaps in service

In order to understand the relative differences in service levels between PTCs and public transit in Toronto, the characteristics of trips completed by PTCs were compared to hypothetical transit trips conducted between the same origins and destinations on the same date and at the same time. UTTRI completed this analysis on a representative sample of PTC trips from September 2016 to April 2017 (see Appendix A). This helped identify where and when public transit had comparable travel times with PTCs and trips where PTCs offered significant travel time savings.

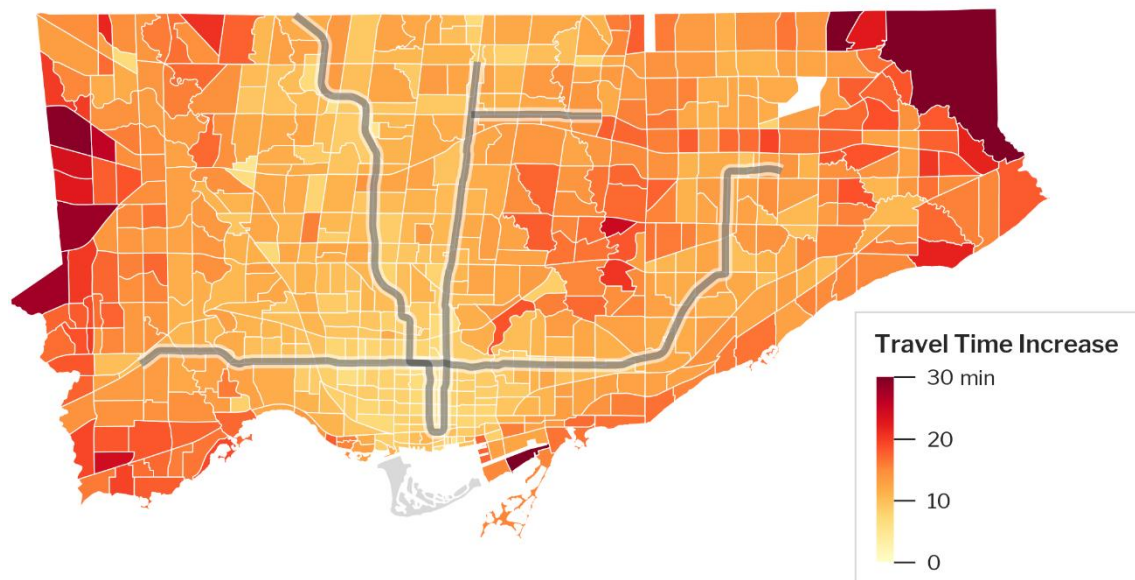
While direct comparisons of total travel time are instructive, research in travel behaviour has established that time spent outside of a vehicle (waiting, walking or transferring) is experienced very differently by users than the time spent in-vehicle. As a result, the analysis presented here splits travel time in to its component pieces:

- **In-Vehicle Travel Time:** Time spent inside a vehicle (e.g. a streetcar or PTC vehicle) that is en-route to its destination.
- **Out-of-Vehicle Travel Time:** Time spent either waiting for a vehicle or walking.

Exhibit 5-4 shows that transit trips in the downtown core are on average 5-11 minutes longer than those equivalent trips taken by PTCs. Outside of the

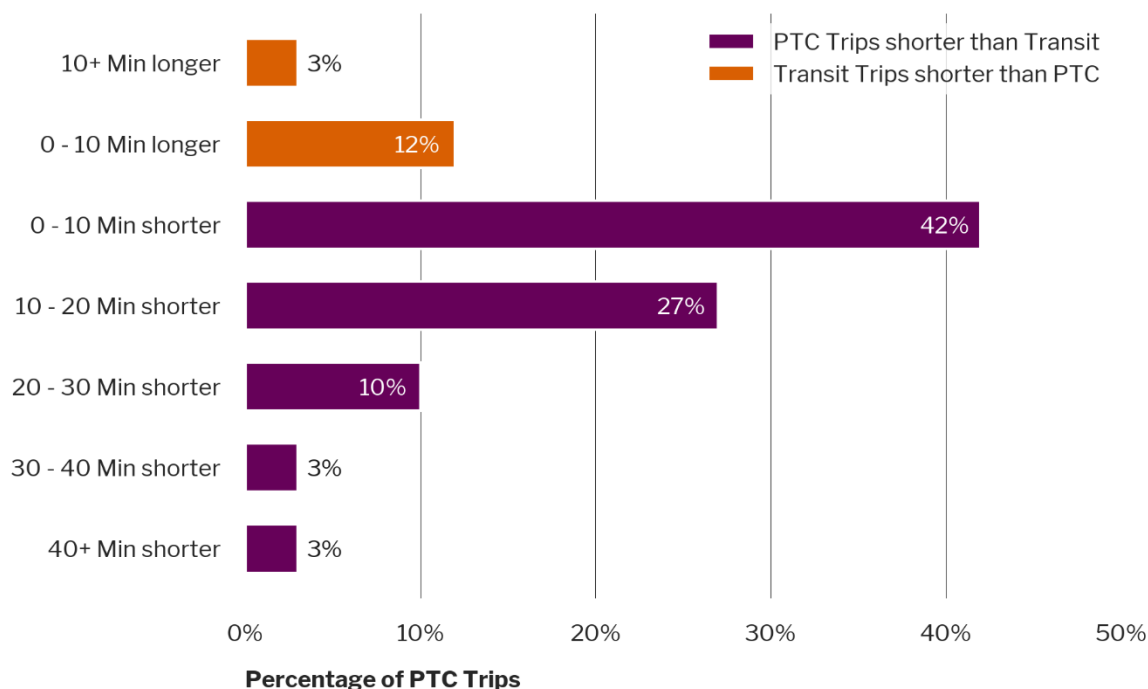
core, most trips are 8-20 minutes longer. PTCs offer substantial travel time savings for most trips, even when trips begin or end in close proximity to the subway network where transit speeds are fastest.

Exhibit 5-4: Average Difference in Total Transit Time, Transit vs. PTC



On average, trips made using transit are 12 minutes (57%) longer than the equivalent PTC trip, with 20% of trips being more than twice as long. Exhibit 5-5 illustrates that while most trips are longer by transit, 15% of PTC trips would have been faster by transit. These PTC trips tend to be travelling at slower speeds, indicating that they have potentially been slowed by traffic congestion. This congestion would equally affect transit travel times if the alternative routes are on the surface and in mixed traffic.

For 7% of all PTC trips, walking would have been faster than taking transit as an alternative. 75% of these trips are less than 1.5 km long and tend to occur overnight and in the downtown.

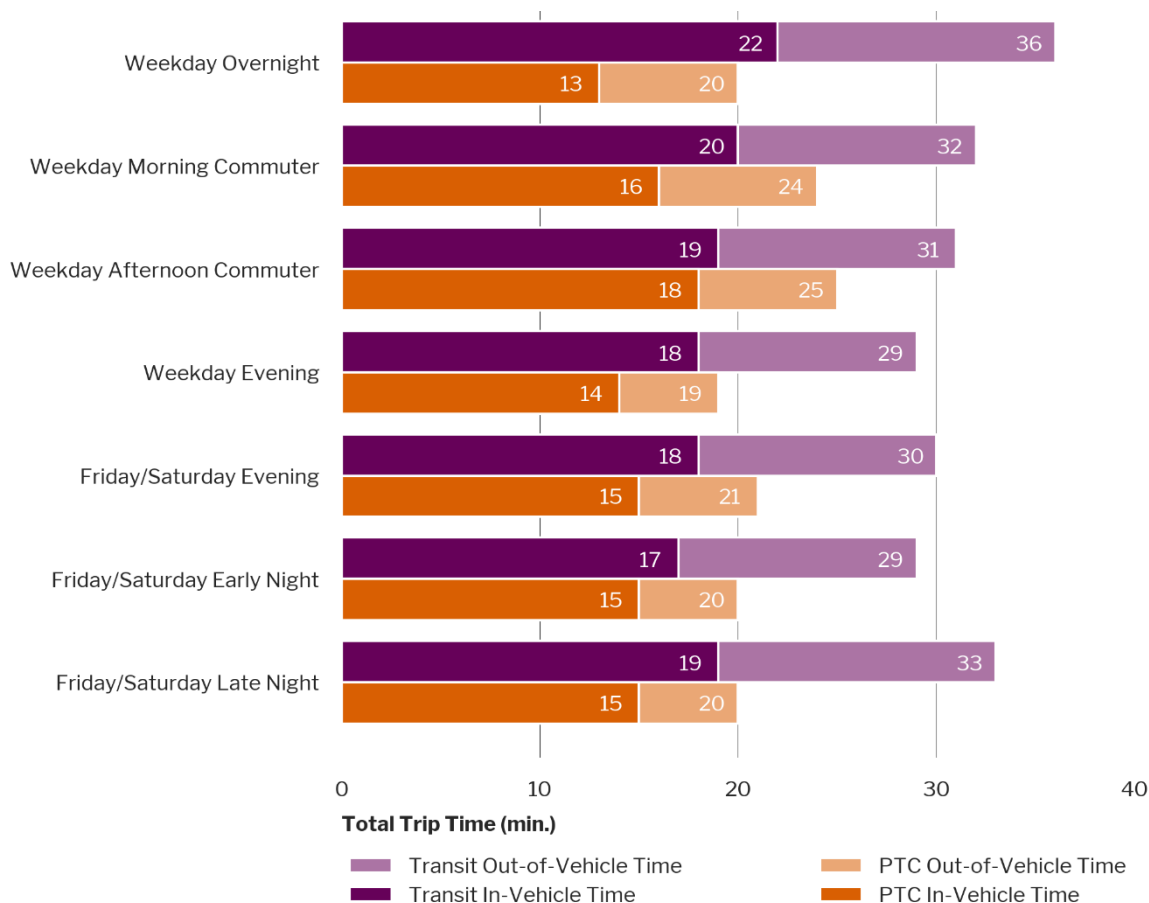
Exhibit 5-5: Distribution of PTC Travel Times vs. Comparable Transit Travel Time

5.3 PTCs save the most time compared to transit outside of peak commuting periods

The travel time difference between the PTCs and transit is mostly due to the additional out-of-vehicle time spent walking to a transit stop or waiting for a vehicle to arrive. The average PTC in-vehicle time was 15 minutes compared to an average of 19 minutes for transit. As summarized in Exhibit 5-6, 64% of the total difference in travel times between PTCs and transit is explained by differences in out-of-vehicle travel time.

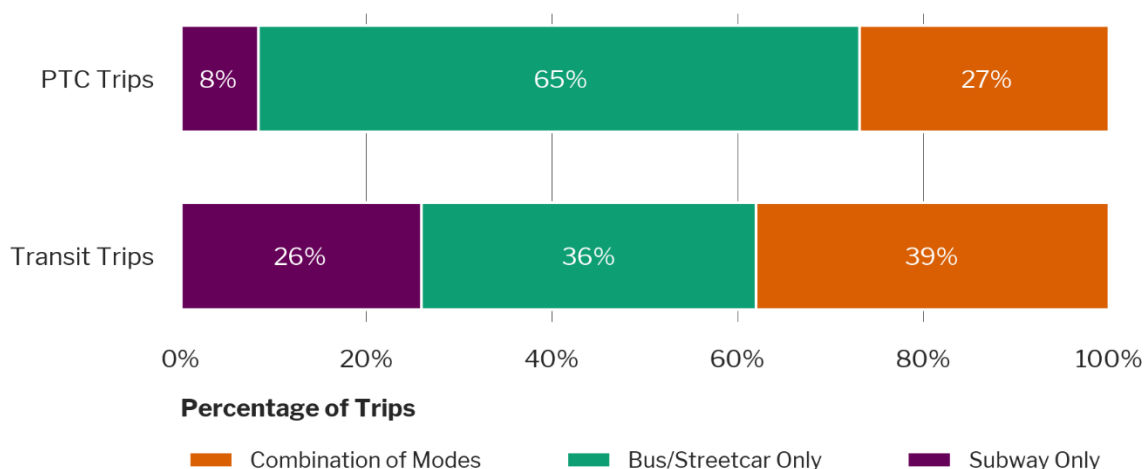
As was outlined in Section 3.4, fewer PTC trips are made overnight and outside of the downtown core, however the PTC users traveling in these times and locations see large travel time benefits from using PTCs. For these trips markets, the best transit alternative is at least 70% longer and in some cases infeasible. Conversely, travel in the downtown core and during peak hours is where and when public transit is the most competitive with PTCs. For these trips, time savings are often 5-10 minutes.

Exhibit 5-6: In-vehicle and Out-of-vehicle Transit Time (Waiting and Walking) by Time Period, (PTC vs Transit)



5.4 PTC trips are largely competing with surface transit routes

Exhibit 5-7 compares the distributions of transit mode usage (subway vs. other surface transit) for all transit trips with those that could have been taken instead of a PTC trip. PTC trips often do not both start and end near a subway station, and subway alone trips would be the alternative for fewer than 9% of all PTC trips (26% of all TTC trips are made using subway alone). Of transit trips that would have replaced those made by PTCs, 65% would not have accessed the subway network at all, compared to only 36% for all transit trips made in the city. These proportions are stable for the sample of PTC trips throughout the week, outside of those made during overnight hours when the subway is closed.

Exhibit 5-7: Distribution of Comparable TTC Trips by Surface vs. Subway

5.5 PTC activity near subway stations increases significantly during disruptions

While PTCs can directly compete with public transit, they also provide a viable alternative to transit users during transit service disruptions. To determine the extent that this alternative is being used by transit users, subway disruptions were identified using public TTC subway delay data and matched with PTC pick-up data near the affected subway stations. As detailed in Exhibit 5-8, PTC demand increases significantly near stations affected by significant subway disruptions, particularly when delays exceed 15 minutes.

While PTC services can increase the resiliency of the transportation network, they also have been noted to create operations issues interfering with shuttle bus service. Shuttle buses are dispatched by the TTC when delays are predicted to be greater than 30 minutes.

While 67.5% of subway disruptions cause delays totalling less than five minutes, for all disruptions greater than 5 minutes, there is an increase of on average 21% in PTC usage near affected stations. This is equivalent to approximately 1.5 extra pick-ups per hour. As delays increase from 5-10 minutes to over 30 minutes, PTC demand increases from 9% to over 100% are seen. An example of this increase is illustrated in Exhibit 5-9, which shows a large increase in PTC activity on June 18, 2018 at College Station relative to the same time period the following day. TTC service was significantly affected as a result of a 76-minute subway disruption that morning.

Exhibit 5-8: Percentage Increase in PTC Activity by Length of Subway Delay

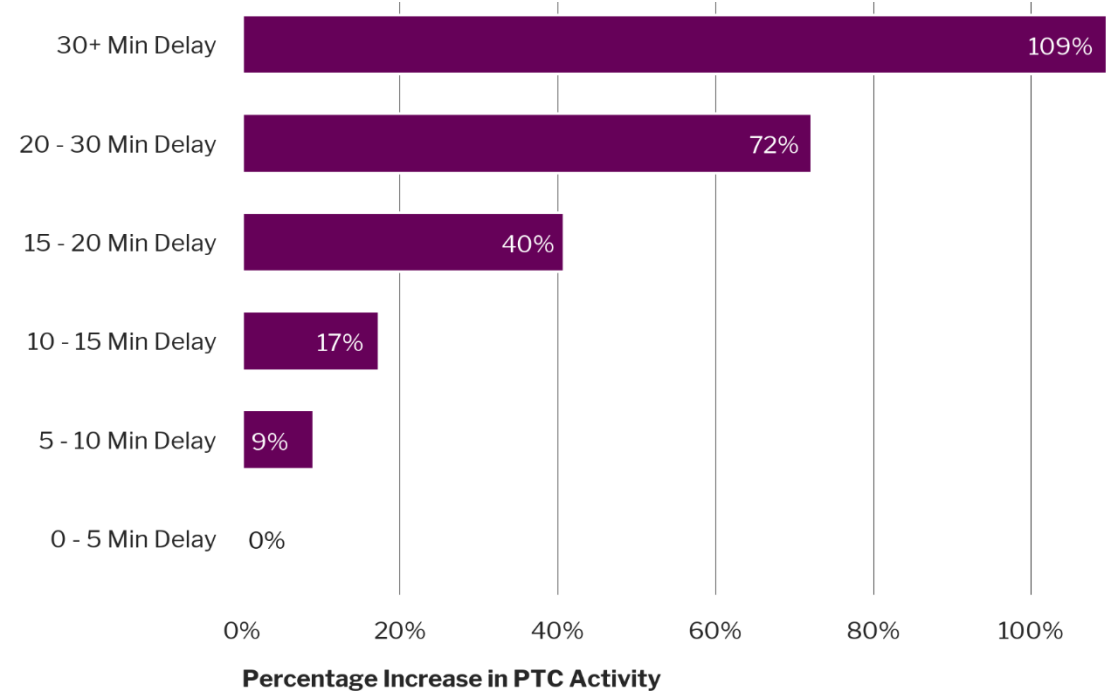
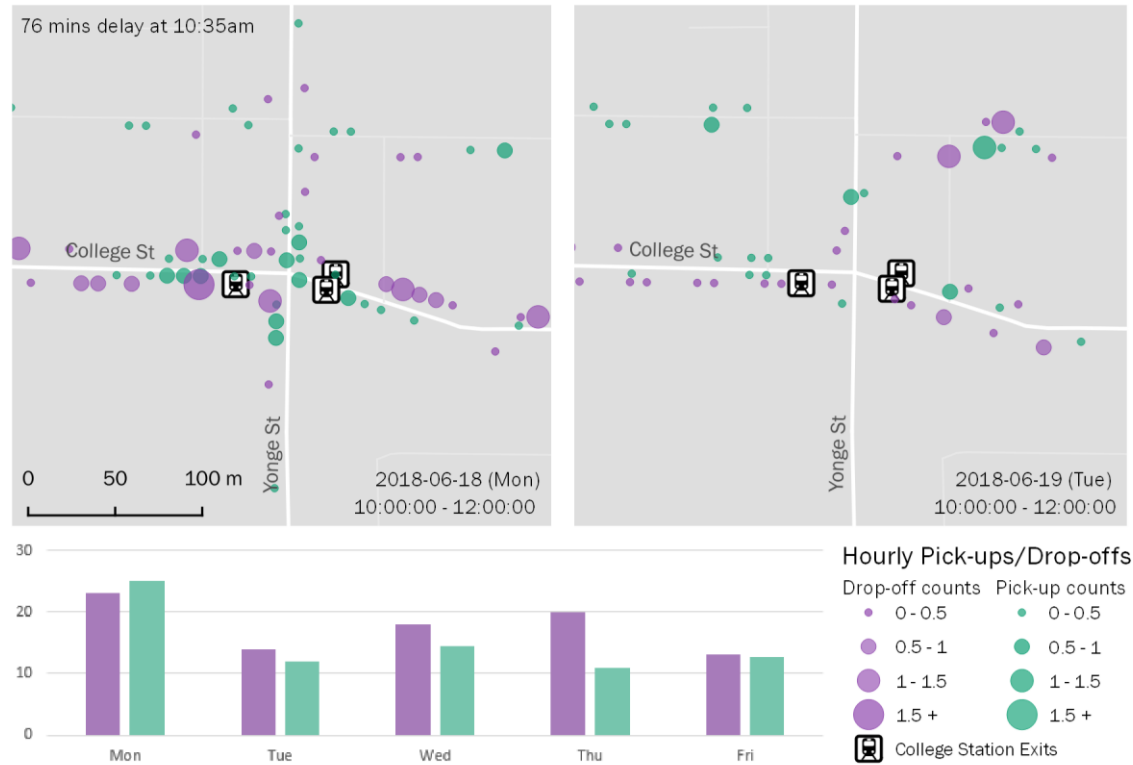


Exhibit 5-9: Pick-up and Drop-off Activity Over a 2 Hour Period During a Subway Delay at College Station



6 Equity Impacts

6.1 PTCs raise questions on equity in access to mobility

The introduction of PTCs raises interesting questions about fairness in residents' access to mobility. Specifically, is an unintended financial burden being placed on some of the City's poorest and most vulnerable residents as PTCs continue to play a larger role in filling gaps in mobility and accessibility. PTCs, however, have clearly increased mobility options and are providing a service that residents are using with increasing frequency across the City.

Isolating and evaluating the equity impacts of any single policy or program is difficult and complex. For example, a resident in Rexdale who has started commuting regularly to their place of work using a PTC may be making the choice because the transit alternatives for that trip are too burdensome; that same resident, however, may have also made the decision to forgo purchasing a vehicle. Investigating the cases in which PTC travel has increased the most can potentially call attention to locations and travel markets that have fewer mobility options and are not currently as well served by public transit (e.g. trips to work for shift workers in the early morning).

For this study, the impacts of PTCs on equity were evaluated by comparing the differences in PTC trips between the City's NIAs and nearby neighbourhoods within the same District. NIAs are defined as neighbourhoods with a Neighbourhood Equity Scores (NES) lower than an established baseline. The Toronto NES was developed in 2014 as part of the Toronto Strong Neighbourhoods Strategy 2020 initiative. The index was created to reflect a variety of economic, health and social development scores created by the Urban HEART@Toronto research initiative.

6.2 NIAs do not have distinct travel characteristics from nearby neighbourhoods

Exhibit 6-1 directly compares attributes of PTCs and public transit observed in NIAs against those in nearby neighbourhoods in the same District. The Toronto - East York NIAs are distinct from the other districts as there are only two NIAs within the district (Parkdale and Regent Park) and they are both served by high frequency transit services. The neighbourhoods are compared in terms of PTC trip density, growth in PTC trips, PTC wait times, the ratio of PTC to transit travel times, and the proportions of shared trip requests. The following observations can be made:

- NIA residents make less PTC trips per capita in three out of four districts;
- Wait times are 6-12% higher in NIAs in three out of four districts. Scarborough is the only district with shorter wait times in NIAs;
- Transit travel times are similar between NIAs and nearby neighbourhoods;
- The number of transit transfers required are also similar between NIAs and nearby neighbourhoods; and,
- The proportion of shared trip requests is higher in NIAs in three out of four districts.

Exhibit 6-1: Comparison of Equity Metrics, September 2018**A. Trips per 1000 People**

Location	Etobicoke	North York	Scarborough	Toronto East York
NIAs	26	45	21	64
Other	38	39	22	112

B. Average PTC Wait Time (min)

Metric	Etobicoke	North York	Scarborough	Toronto East York
NIAs	3.7	3.7	3.1	3.1
Other	3.3	3.5	3.3	2.8

C. Ratio of Transit Travel Time to PTC Travel Time

Location	Etobicoke	North York	Scarborough	Toronto East York
NIAs	1.6	1.5	1.6	1.6
Other	1.7	1.6	1.7	1.5

D. Number of Transfers for Equivalent Transit Trip

Location	Etobicoke	North York	Scarborough	Toronto East York
NIAs	0.92	0.90	0.88	0.60
Other	1.00	0.90	0.88	0.57

E. Proportion of Shared Trip Requests to Total Trips (%)

Location	Etobicoke	North York	Scarborough	Toronto East York
NIAs	46%	44%	28%	24%
Other	37%	35%	31%	19%

From these observations, NIAs do not appear to be served any differently by transit than nearby neighbourhoods as transit travel times and transfers are comparable. The other indicators show that residents in NIAs are slightly less likely to use PTCs as witnessed in the lower trip density and slower trip growth. For those that do choose to take a PTC trip, residents in NIAs are more likely to choose a shared ride request.

Further study is required to understand the overall impacts PTC services have had with respect to mobility equity within the City. There is also a need to investigate whether additional City policies are needed to address future changes in mobility and equity related to PTC travel demand. Future analyses should look for data and other factors that may have an impact on mobility for populations in NIAs and other vulnerable communities.

7 Transportation Network Impacts

Isolating the impacts on the transportation network from the introduction and continued growth of PTCs from other factors is extremely challenging. Factors that impact traffic and congestion are complex and tend to interact with each other, whether from high demand, population and employment growth, construction lane closures, traffic collisions, special events, weather or other changes. For example, a construction lane closure on a street in close proximity to an active sporting event can have a multiplier effect that is greater than the total impact caused by each of these effects on their own. The downtown area in particular (where the largest number of PTC trips are concentrated) has experienced operational changes in the past two years from various construction projects as well as from the King Street Transit Pilot.

Appendix A provides an overview of studies on the Transportation Impacts of PTCs completed in other North American Jurisdictions. These studies have largely shown that PTCs do result in an increase in total Vehicle Kilometres Traveled (VKT), which translates in varying degrees to increased travel times and delays for car drivers and passengers.

This study provides an initial review of impacts on the transportation network by first establishing the scale of total PTC VKT in Toronto (i.e. the total distance traveled by PTCs), and then considering travel time trends in the downtown where the concentration of PTC traffic is highest.

7.1 PTC traffic is made up of in-service and deadheading travel

The impact of PTCs on the transportation network is largely a function of the amount of driving its vehicles are adding on to the City's road network, measured in VKT. Outside of any potential impacts on traffic congestion, additional VKT can also directly affect the City's ability to meet its climate change goals under the TransformTO Climate Action Strategy, its Vision Zero road safety goals and any potential modal split goals. Increased VKT has also been found to have adverse impacts on air quality, health, safety, and noise. PTC vehicles contribute to total VKT on City streets in two distinct ways:

- **In-Service Trips:** Distances travelled by vehicles carrying passengers; and,
- **Deadheading:** Distances travelled by vehicles either cruising for passengers or en-route to pick-up a passenger

As referenced in Section 2.2, a methodology was developed to use PTC trip data to develop estimates of the total amount of PTC travel in the City, both in-service and while deadheading. The full methodology is described in detail in Appendix A. Two simplifying assumptions were made in completing this work due to limitations in the data available:

- There was insufficient data available to determine the amount of VKT travelled when PTC drivers are cruising without a specific purpose (i.e. driving without passengers while waiting for a trip request); and

- There was insufficient data available to determine the amount of VKT spent by PTC drivers commuting for the express purpose of serving PTC demand (e.g. commuting from home into downtown Toronto to drive a PTC, or repositioning to a new geographic area).

Due to these restrictions, all VKT estimates in the study should be considered conservative.

7.2 PTCs in Downtown Toronto made up 5-8% of total traffic in September 2018

An analysis was conducted based on trips made on Thursday, September 13th, 2018, the busiest typical weekday with detailed trip record data available at the time of this report. Approximately 149,000 trips were made on September 13th, 2018. On this day, PTCs accounted for approximately 1,230,000 VKT. This is estimated to be 1.9% of the total 67,200,000 VKT traveled in Toronto on this day.

Based on the research conducted by UTTRI (Section 5.1), the second choice alternative for 41% of PTC trips would be driving or taking a taxi, meaning that 59% of this VKT, or 726,000 VKT per day could be considered new VKT due to PTCs.

Exhibit 7-1 shows an estimate of the percentage of total distance travelled by PTCs as a proportion of the total distance travelled by all vehicles in the City of Toronto. Total traffic volumes estimates were derived from observed traffic counts at select locations across the City of Toronto.

The largest volumes of PTCs are concentrated in downtown neighbourhoods where a conservative estimate of PTC volumes shows that PTCs now account for between 5 and 8% of overall daily traffic. The busiest neighbourhood is Waterfront Communities-The Island, bordered by Bathurst St, Queen St/Front St, the Don River, and Lake Ontario where PTCs make up 7.9% of overall daily traffic. Exhibit 7-2 presents the breakdown of PTC VKT and total VKT for Waterfront Communities, Toronto East York and the total City of Toronto. The proportion of traffic in AM and PM peak commuting periods is slightly lower than the overall daily totals, reflecting the higher relative PTC volumes that occur during overnight hours.

Exhibit 7-1: Proportion of PTC VKT by Neighbourhood, September 2018

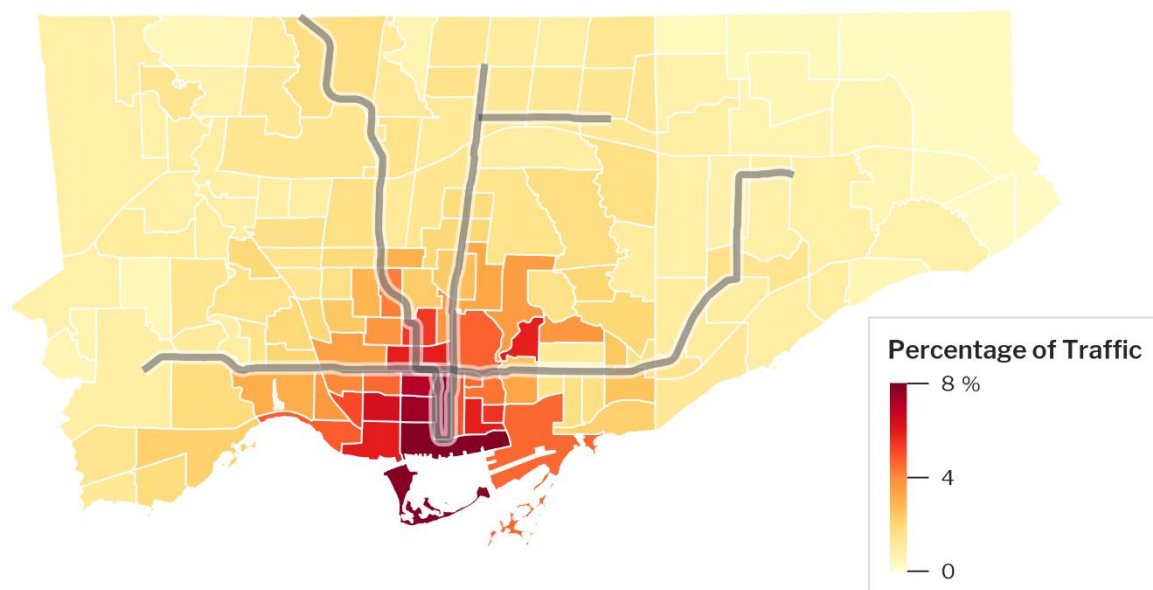


Exhibit 7-2: PTC VKT and Total VKT, September 2018

A. AM Peak Period (7-10 AM)

Period	Waterfront Communities (77)	Toronto and East York	City of Toronto
PTC VKT	12,900	77,400	194,000
Total VKT	192,000	1,870,000	12,000,000
PTC %	6.7%	4.1%	1.6%

B. PM Peak Period (4-7 PM)

Period	Waterfront Communities (77)	Toronto and East York	City of Toronto
PTC VKT	12,600	90,800	211,000
Total VKT	206,000	2,000,000	12,900,000
PTC %	6.1%	4.5%	1.6%

C. Daily

Period	Waterfront Communities (77)	Toronto and East York	City of Toronto
PTC VKT	84,700	538,000	1,230,000
Total VKT	1,070,000	10,400,000	67,200,000
PTC %	7.9%	5.2%	1.8%

7.3 Downtown Toronto travel times have been stable over 18 months while PTC volumes increased by 196%

The City of Toronto collects car travel time data on the major streets in the downtown core shown in Exhibit 7-3. This area also corresponds to where PTC trip concentrations are highest. This data shows marginal changes in travel times over the last 18 months in the downtown core. Between October 2017 and March 2019, downtown travel times on major streets has increased by 4% in the morning peak hour (7 to 10 a.m.), and decreased by 1% in both the afternoon peak period (4 to 7 p.m.) and Friday and Saturday nights (10 p.m. to 1 a.m.). This same period is associated with a 96% increase in PTC trips city-wide, from 83,800 to 164,000 daily trips. In Toronto and East York, the percentage of PTCs as a proportion of total traffic increased from 2.3% to 4.5% as was shown in Exhibit 7-2.

These findings are consistent with the recently-completed evaluation of the impacts of the King Street Transit Pilot which showed no significant changes in travel times on downtown streets over the Pilot period.

Exhibit 7-3: Downtown Bluetooth Reader Coverage

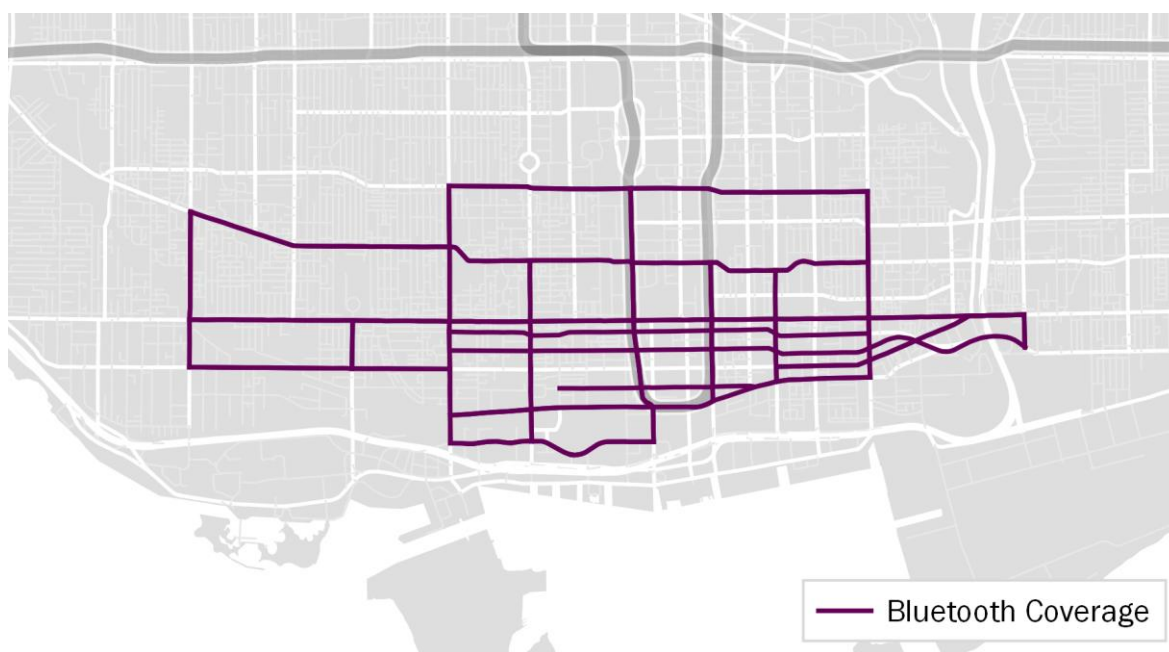
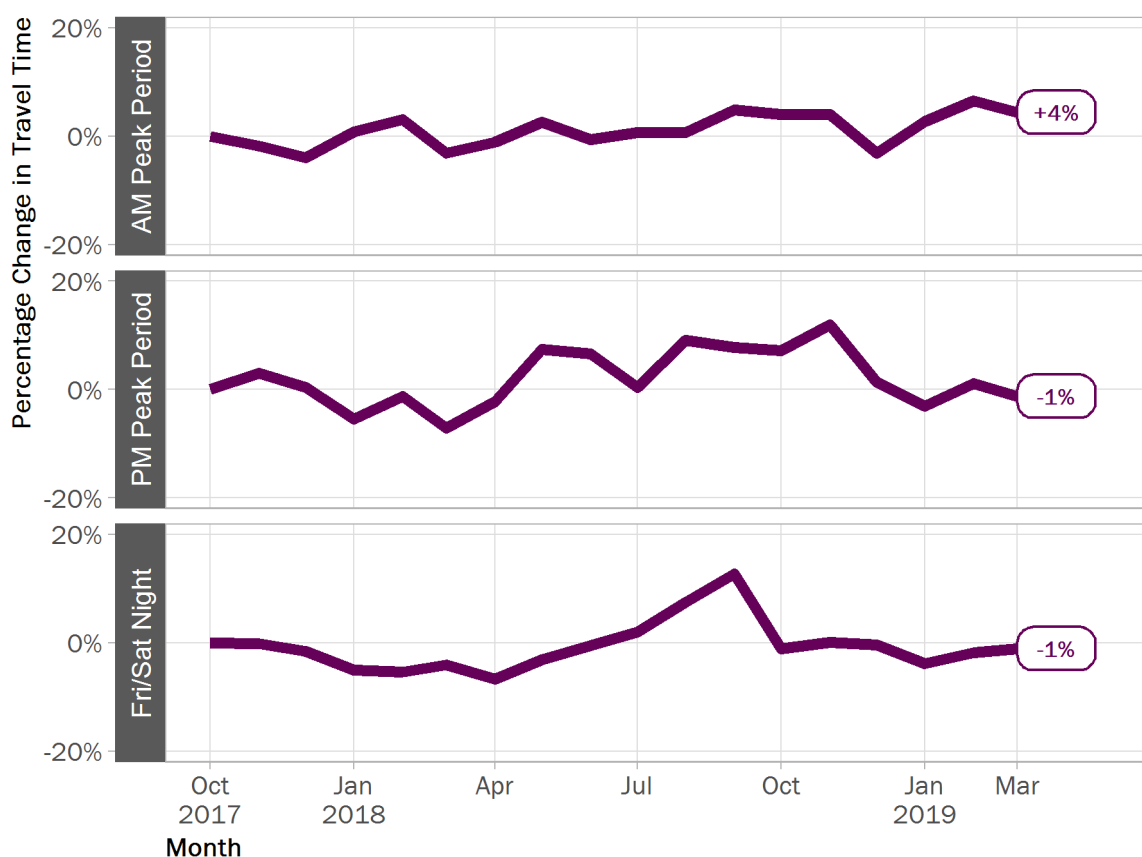


Exhibit 7-4: Changes in Travel Time in the Downtown Core Compared to an October 2017 Baseline



Given that changes in travel times have been negligible in the neighbourhoods where PTCs make up the largest proportions of overall traffic, there is insufficient evidence at this time to make any definitive linkages between PTC volumes and changes in travel time.

While the increase in PTC and overall VKT has not to-date resulted in a measurable increase in travel times, this does not mean that PTCs have not had an impact. For example, it is not possible to assess what travel times would have been without PTCs. As the total VKT continues to increase and the proportion of total traffic increases, the chances of increased impacts on travel times and the reliable operation of the transportation network will also increase.

Transportation Services will continue to monitor and explore methods for measuring congestion, including the impacts of PTC trips on the City's street network, through the development of its analytics and monitoring program under the Congestion Management Plan.

8 Curbside Impacts

This section assesses where and when PTC pick-up and drop-off activity conflicts with other curbside regulations and uses, in particular bicycle facilities and no stopping zones. Many of these regulations are in place to either facilitate the movement of traffic on these streets or to ensure the safety of people either needing access to the curb or the lane adjacent to it (e.g. cyclists). The introduction of PTCs, a mode of transportation heavily dependent on access to the curbside on streets on which pedestrian activity is highest, raises important questions on the efficacy of these regulations as they currently exist.

To facilitate this analysis, Transportation Services received nine weeks of pick-up/drop-off data in 2018 from Uber and Lyft using SharedStreets as a broker (see Appendix A for a more detailed description of the data).

It is important to note for this analysis that side of street for pick-up and drop-off is based on the direction of travel of the vehicle prior to stopping. For one-way streets where vehicles could be stopping on either side of the street all pick-up and drop-off activity has been aggregated to the right-hand side.

8.1 There is significant PTC activity in no-stopping zones

Transportation Services has digitized curbside bylaws for sections of Toronto, East York, and Scarborough. This area, shown in Exhibit 8-1, represents 71.5% of pick-up and drop-off activity in the City.

Exhibit 8-1: Extent of Digitized Bylaws

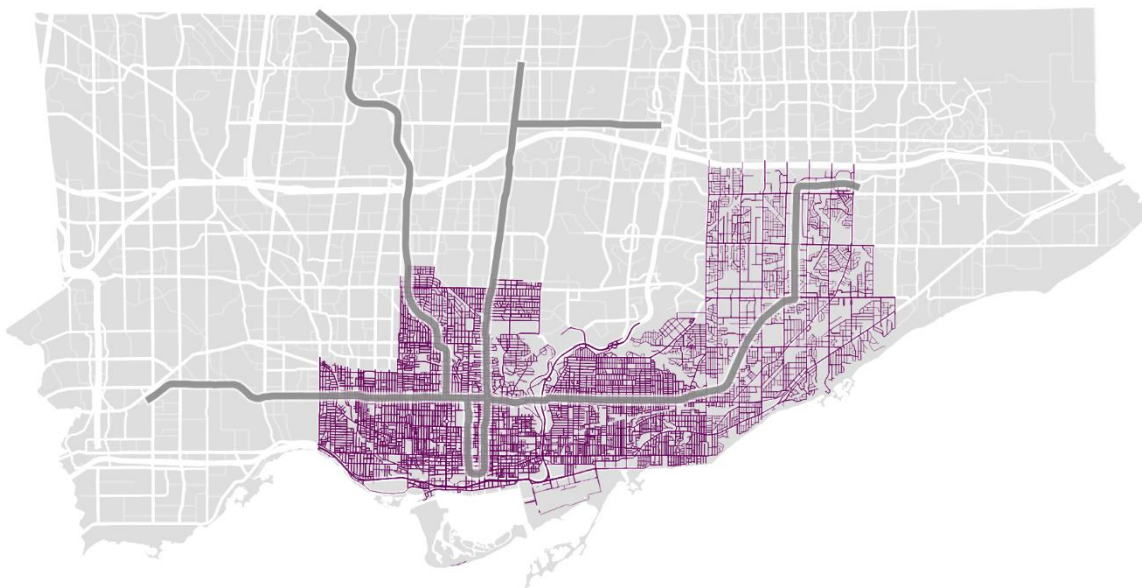


Exhibit 8-2 lists the bylaws selected to examine in further detail. Note that Passenger Loading Zones (Schedule 950 VII of the Toronto Municipal Code) are zones that explicitly allow stopping to load and unload passengers.

Exhibit 8-2: Relevant Curbside Bylaws for Pick-up Drop-off Activity

Municipal Code Schedule⁷	Schedule Name
§950-1313. Schedule XIV	No Stopping
§886-19. Schedule D	Designated Lanes for Bicycles
§886-19. Schedule E	Cycle Tracks
§950-1336. Schedule XXXVII	School Bus Loading Zones
§950-1304. Schedule V	Stands for Taxicabs
§950-1305. Schedule VI	Commercial Loading Zones
§950-1306. Schedule VII	Passenger Loading Zones
§950-1309. Schedule X	Bus Loading Zones

Exhibit 8-3 and Exhibit 8-4 show the hotspots for PTC pick-up and drop-off activity within no-stopping areas. The hotspots are concentrated primarily around Bay St and Adelaide St in the Financial District.

Many of the streets with the highest stopping activity are on arterials carrying large volumes of vehicular and transit traffic, a large part of the reason why stopping restrictions exist. Further analysis is required to determine whether this activity has had an impact on safe and reliable people movement on these corridors. Data on activity in these no-stopping zones and other bylaws where stopping is prohibited will inform ongoing work in the Transportation Services' Curbside Management Strategy.

⁷ Chapter 950, Traffic and Parking: https://www.toronto.ca/legdocs/municode/1184_950.pdf
Chapter 886, Footpaths, Pedestrian Ways, Bicycle Paths, Bicycle Lanes
And Cycle Tracks: https://www.toronto.ca/legdocs/municode/1184_886.pdf

Exhibit 8-3: Hotspots of Pick-up/Drop-off Activity in No-stopping Areas (7 to 10 a.m.), September 2018

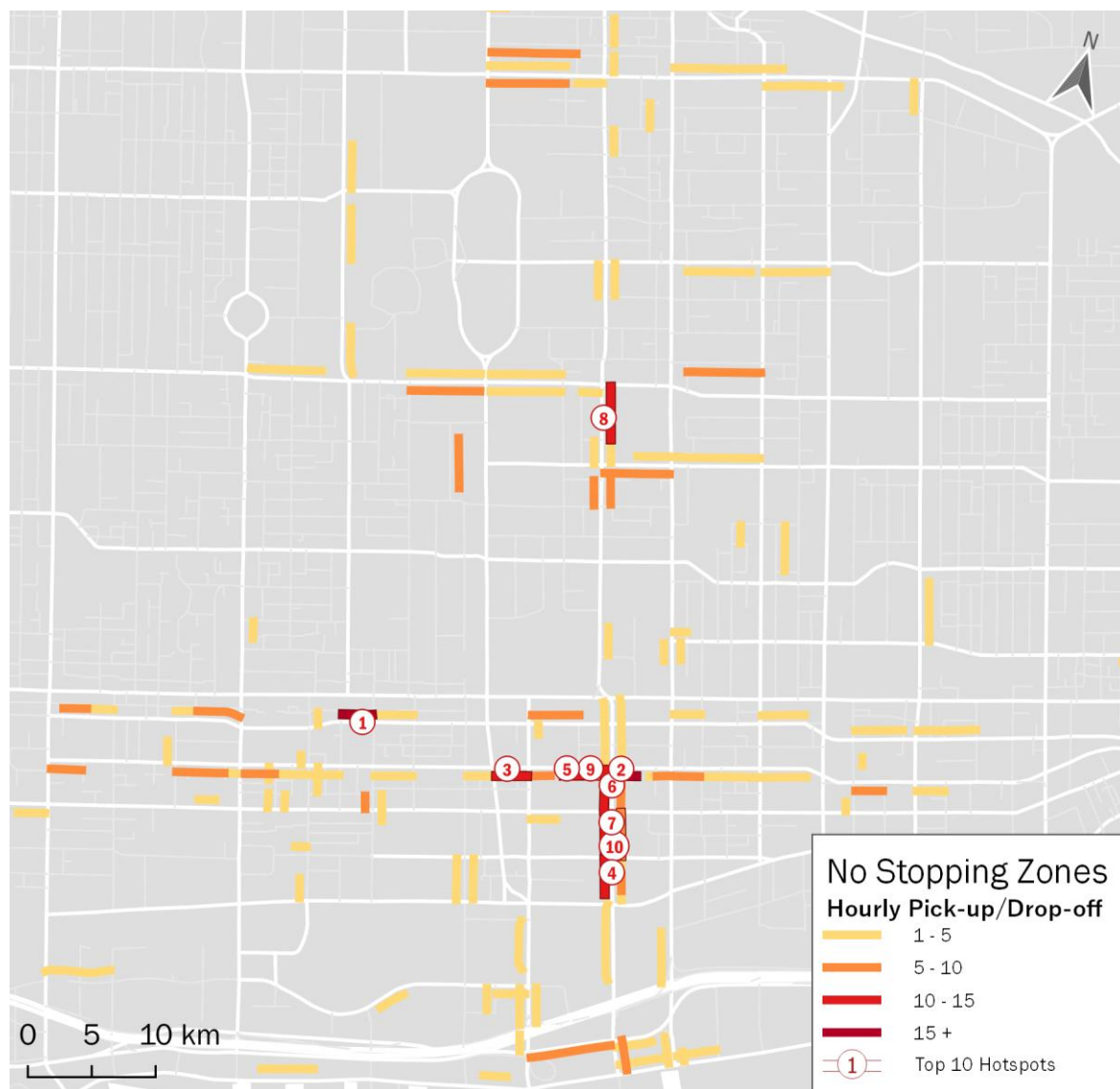


Exhibit 8-4: Top 10 Streets, Infractions in No Stopping Areas (7 to 10 a.m.), September 2018

Rank	Location	Hourly Activity
1	Richmond Street from John Street to Widmer Street	20
2	Adelaide Street West from Bay Street to Yonge Street	18
3	Adelaide Street West from University Ave to York Street	14
4	Bay Street from Wellington Street West to Front Street West	14
5	Adelaide Street West from York Street to Sheppard Street	12
6	Bay Street from Adelaide Street West to King Street West	12
7	Bay Street from King Street West to Wellington Street West	12
8	Bay Street from Gerrard Street East to College Street	11
9	Adelaide Street West from Sheppard Street to Bay Street	10
10	Bay Street from Wellington Street West to King Street West	10

8.2 There is significant PTC activity near cycling infrastructure

A particular safety concern with PTC pick-up and drop-off activity is potential conflicts with cyclists, especially when it occurs in close proximity to cycling infrastructure. Common curbside PTC manoeuvres that pose safety risks for cyclists include vehicles moving into and stopping in the bike lane, requiring a cyclist to manoeuvre around the blocked lane (compounded when streetcar tracks are present); drivers and/or passengers opening car doors; passengers attempting to cross the lane after exiting the vehicle; and drivers encroaching onto or coming close to bike lanes while making U-turns to pick-up or drop-off in a particular direction. While it is impossible to conclude from the available data whether the PTC vehicle was within or adjacent to a bike lane while picking up or dropping off passengers, hotspots indicate where they may be a high risk of conflicts.

Exhibit 8-5 and Exhibit 8-6 show the volume of PTC activity adjacent to bike lanes and separated bike facilities between 7 a.m. and 7 p.m. during a typical weekday in September 2018. There is a significant volume of pick-up and drop-off activity near high-use bike facilities. Toronto also has relatively high cycling rates on non-cycling infrastructure routes due to underlying demand. Future analysis will also look at pick-up and drop-off activity on other popular bike routes that don't currently have any dedicated cycling infrastructure. Further analysis is required to determine if this activity correlates with increased rates of pedestrian and cycling injuries and fatalities. This information can inform future upgrades to cycling facilities and the Curbside Management Strategy.

Exhibit 8-5: High PTC Activity Adjacent to Bicycle Lanes (7 a.m. to 7 p.m.), September 2018

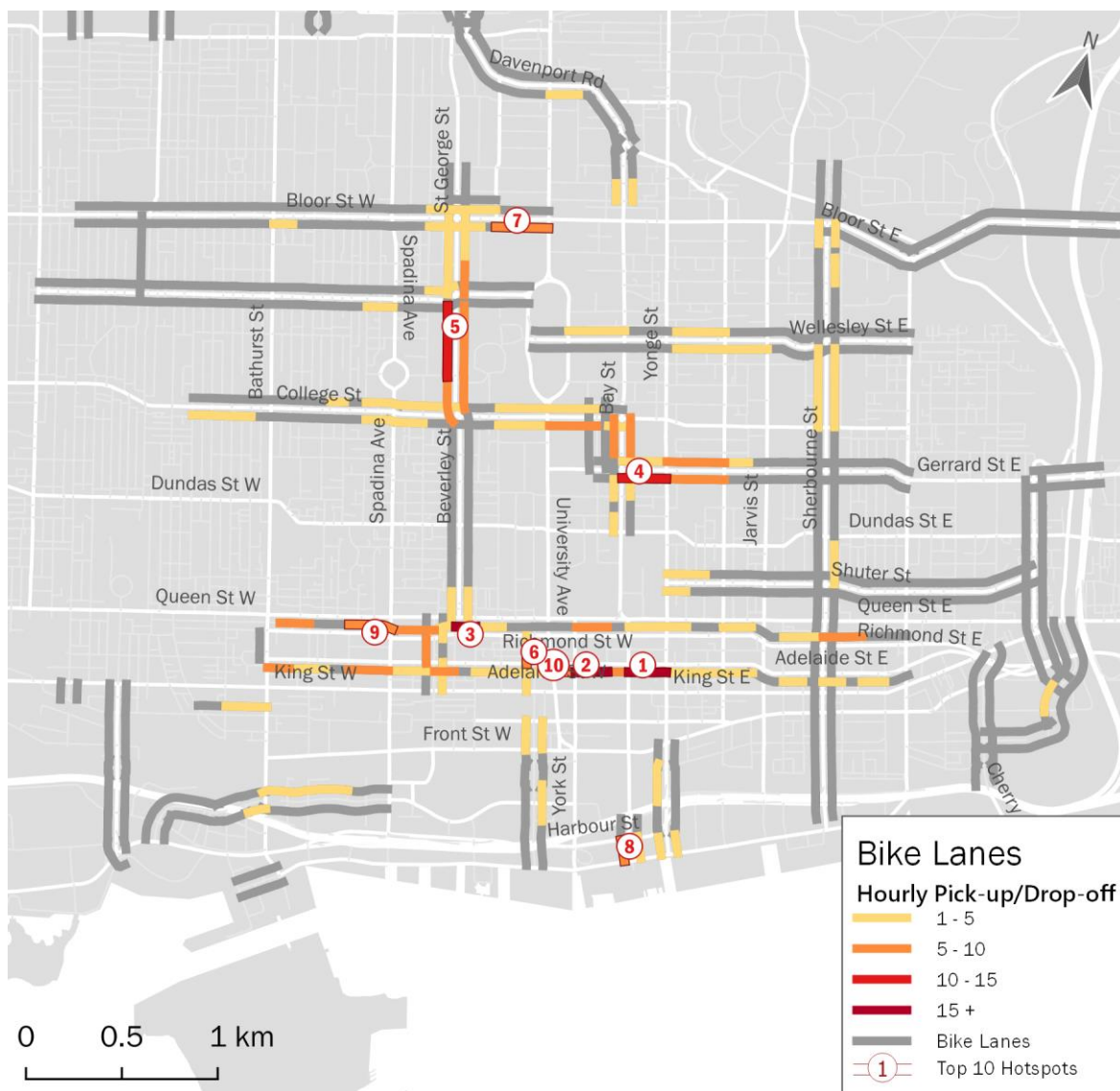


Exhibit 8-6: Top 10 Locations, PTC Activity near Bicycle Lanes (7 a.m. to 7 p.m.), September 2018

Rank	Location	Hourly Activity
1	Adelaide Street West from Bay Street to Yonge Street	24
2	Adelaide Street West from York Street to Sheppard Street	19
3	Richmond Street West from John Street to Widmer Street	16
4	Gerrard Street from Bay Street to Yonge Street	11
5	St George Street from Russel Street to Harbord Street	10
6	Simcoe Street from Nelson Street to Adelaide Street West	10
7	Bloor Street West from Bedford Road to Avenue Road	10
8	Bay Street from Queens Quay West to Harbour Street	10
9	Richmond Street from Spadina Avenue to Brant Street	9
10	Adelaide Street West from University Avenue to York Street	9

9 Next Steps & Recommendations

This study has looked at what is most likely the first wave of disruptions from new mobility-as-a-service (MaaS) businesses. Based on the analysis in this study, trip growth is not anticipated to slow in upcoming years. While there is no evidence that the increase in PTC trips to date has resulted in increased travel times on City streets, continued increases in the future will likely create traffic and operational changes throughout the City. In addition, without a substantial shift in existing vehicular use to active transportation, increased volumes of vehicles-for-hire will negatively impact the City in reaching its climate goals and will contribute additional impacts to air quality, health, safety, and noise. However, PTC services have been immensely popular with Toronto residents as evidenced by the rapid growth in trips. PTC services now play an important role in many residents' daily travel patterns including an increasing role in daily commuter travel.

The goal of the Transportation Impacts Study has been to build a deeper understanding of these new services. This will enable future work to allow the City to keep in front of these changing trends and to be able to define policy to support the benefits of PTC services for residents while minimizing adverse impacts to traffic, to the environment and to the equity of mobility services

9.1 Follow-up work is required to keep on top of this new rapidly changing mode of travel

1. Transportation Services to build a monitoring program as part of the Congestion Management Plan to monitor the impacts of Vehicles-for-Hire on VKT, traffic congestion and GHG emissions and to better-understand the relationship with traffic congestion trends in the city.
2. Transportation Services to continue to study the impact of Vehicles-for-Hire on the Curbside Management plan and related policies.
3. Transportation Services to investigate whether there is a road safety impact of Vehicles-for-Hire and to collaborate with MLS and the Toronto Police Service to collect appropriate data.
4. In order to be able to continuously monitor and evaluate the impact of vehicles-for-hire on the transportation network, changes are required to the data currently being collected to include information on PTC volumes, wait times, trip cancellations, deadheading and curbside activity. (see Section 9.3 for further details)

9.2 Further research is required on the impacts of PTCs on transit, equity and travel behaviour

While this report has provided an initial review of these issues, the impacts in these areas are complex and require additional exploration, in particular on the impacts on TTC ridership, the impacts on mobility equity for vulnerable populations, and the impacts on travel choices and modal shifts.

9.3 More data will enable the City to continue to monitor the impacts of PTCs

While excellent and comprehensive data was available for this study, Transportation Services supports data provisions being updated to reflect the data lessons learned in this study, and the importance of each of the specific pieces of information received from vehicles-for-hire. The following new or modified data sets would enable the City to continue to monitor the impacts of vehicle-for-hire on the transportation network and travel behaviour.

1. **Vehicle-for-Hire Collision Records:** Collision records would allow the City to be able to study collision trends among vehicle-for-hire drivers and to track the effectiveness of driver training programs and other safety initiatives.
2. **Taxi Data:** Similar taxi trip data would allow the City to monitor and understand changes in taxi demand and travel patterns and to monitor and study the impacts of the whole vehicle-for-hire industry on the transportation network.
3. **Modifications to current trip data:** Modifications to include trip wait times, cancelled/rejected trips and minute-level time stamps will allow the City to be able to reproduce the analysis in this report in the future and to properly track trends in PTC service levels.
4. **Fare paid and airport trip data fields:** New information appended to trip records including the fare paid and whether the trips served an airport would allow the City to better understand the equity impacts of PTC services and to better understand the demand for trips serving Pearson International Airport.
5. **Street volumes:** Street-level data on the volume of PTC vehicles by status (cruising, en-route, with-passenger) would allow the City to more accurately measure PTC VKT and monitor growth in PTC volumes and the role of deadheading.
6. **Pick-up and drop-off data:** This data was provided by Uber and Lyft through SharedStreets and the Open Transport Partnership for this study. Continuing to regularly provide this data will allow the City to monitor the impacts of PTCs on curbside management issues.
7. **Data sharing:** Provisions should allow PTC data to be shared with transportation and planning agencies to support planning, operations and research as well to the public through Open Data.

Schedule 8

Relating to the Licensing, Regulation and Governing of Private Transportation Companies and Drivers

DEFINITIONS

“Platform” means any software, technology, service, website, or smartphone application, intended to connect passengers with a Private Ground Passenger Transportation Service, and may include the facilitation of payment.

“Private Ground Passenger Transportation Service” means the use of a private Motor Vehicle for the terrestrial conveyance of passengers for a fee.

“Private Transportation Company” or “PTC” means any person who facilitates or operates a Ride-Sharing Service through a Platform but does not include food delivery services associated with PTCs.

“P.T.C. Driver” means any person who drives a Motor Vehicle to provide Ride-Sharing Services.

“Ride-Sharing Service” means the use of a Platform of a PTC and a Motor Vehicle with a capacity of fewer than ten passengers, other than a licensed Taxicab, Accessible Taxicab, or Limousine, for the conveyance of passengers for a fee.

Schedule 8

Relating to the Licensing, Regulation and Governing of Private Transportation Companies and Drivers

1.0 LICENSING REQUIREMENTS FOR PRIVATE TRANSPORTATION COMPANIES (P.T.C.) AND DRIVERS

1.1 In addition to the general requirements for licensing established in the City's Mobile Business Licensing By-law, every Applicant for a P.T.C. Licence and for the renewal of a P.T.C. Licence shall produce with their application:

a) a complete listing of all P.T.C. Drivers and Motor Vehicles including year, make, model and licence plate number able to accept trips and pick up passengers in the City of Markham as of the date of the application.

(b) a description of the Platform used in the provision of services, including:

(i) the means by which customers interact with the Platform;

(ii) a complete listing of the types of data collected from customers;

(iii) a complete listing of the types of data provided to customers;

(iv) the means by which the customer is provided with the fare amount;

(v) the means by which payment is made through the Platform, if applicable;

(vi) any other information the Licensing Officer may request;

(c) either confirmation that the passenger, prior to commencing a trip, receives the full rate to be charged for the trip or a complete listing of all fares and/or basis upon which such fares are calculated, as well as any other fees that may be charged customers for the services provided.

1.2 For purposes of this section, any P.T.C. Driver who, in the opinion of the Licensing Officer, is satisfactorily able to operate as such under the laws of another municipality and deemed acceptable by the City, shall be considered licensed by the City of Markham and may operate within the City's boundaries.

1.3 For purposes of complying with application and renewal provisions for P.T.C. Drivers, a P.T.C. holding a valid City of Markham licence may, on behalf of a P.T.C. Driver, maintain the required documents and, under such circumstances, the P.T.C. Driver shall be required to consent to access to those documents by the City for purposes of the administration and enforcement of this By-law.

1.4 A vehicle may only be licensed as a P.T.C. if it is not older than ten model years old.

Schedule 8

Relating to the Licensing, Regulation and Governing of Private Transportation Companies and Drivers

- 1.5 Despite section 1.4, a P.T.C. Driver may apply to continue to operate their vehicle for an additional year by making an application to the City. Such an application may not be made if the model year of the P.T.C. is more than eleven (11) years old or for an initial licensing application.
- 1.6 An application under section 1.5 must be made at the time of renewal and shall require an inspection and the approval of the Licensing Officer.
- 1.7 A P.T.C. Driver's licence shall be deemed to continue as long as the associated Private Transportation Company pays its licensing fees in full and the P.T.C. Driver complies with the provisions of this By-law.
- 1.8 Vehicles which carry an operational security camera capable of recording forward facing images of the road as seen by the driver and/or capable of recording images of persons in the vehicle shall post public notification of video recording activity in the vehicle as approved by the Licensing Officer.
- 1.9 No person shall be licensed as a P.T.C. Driver unless they hold a valid, non-probationary provincial driver's licence with a minimum of 3 years' Canadian driving experience deemed acceptable to the Licensing Officer and the City.
- 1.10 No person shall be licensed as a P.T.C. Driver unless they are at least nineteen (19) years of age and a Citizen of Canada, or a landed immigrant, or produces a valid work permit issued by the Government of Canada to work as a driver.
- 1.11 No person shall be licensed as a P.T.C. Driver unless they attend and complete the applicable City training programs as required by the Licensing Officer or provide proof satisfactory to the Licensing Officer that they have attended and completed a recognized training program acceptable to another municipality and acceptable to the Licensing Officer meeting all City requirements.

2.0 P.T.C. DRIVER DUTIES

- 2.1 All P.T.C. Drivers shall:
 - (a) securely mount all handheld devices to their vehicle;
 - (b) provide Ride-Sharing Services only on a pre-arranged basis;
 - (c) charge for services only in accordance with the rates filed with the City;

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(d) while providing Ride-Sharing Services, display in a conspicuous place that is readily and easily viewable by any potential passenger, the City-approved decal that identifies the Private Transportation Company;

(e) be civil, courteous, and respectful;

(f) take the shortest possible route to the destination desired, unless the passenger designates another route.

3.0 P.T.C. DRIVER PROHIBITIONS

3.1 No P.T.C. Driver shall operate, or permit or allow to be operated, a Motor Vehicle being used to provide Ride-Sharing Services unless it is in good mechanical condition and in good repair as to both its exterior and interior.

3.2 No P.T.C. Driver shall provide Ride-Sharing Services using a Motor Vehicle that has been damaged in a collision, without such damage being fully repaired.

3.3 No P.T.C. Driver shall operate on a Platform which is not licensed.

3.4 No P.T.C. Driver shall carry a greater number of Persons, inclusive of the driver, than that indicated by the manufacturer's rating of seating capacity for the Motor Vehicle.

3.5 No P.T.C. Driver shall, while providing Ride-Sharing Services, operate a Motor Vehicle with luggage or other material piled or placed in a manner that obstructs the driver's view.

3.6 No P.T.C. Driver shall dismiss or discharge any passenger at a point other than the destination without adequate cause, and;

3.7 No P.T.C. Driver shall, while providing Ride-Sharing Services, operate a vehicle with an operational security camera capable of recording forward facing images of the road as seen by the driver and/or capable of recording images of persons in the vehicle unless suitable public notification of video recording activity as approved by the Licensing Officer is affixed in plain view in the vehicle.

4.0 PRIVATE TRANSPORTATION COMPANY PROHIBITIONS

4.1 No Private Transportation Company shall:

(a) dispatch or direct orders to a Person other than a licensed P.T.C. Driver;

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(b) charge to a customer a rate or other fee not filed with the City.

4.2 Every Private Transportation Company shall:

(a) provide the City, at a time suitable to the Licensing Officer, with a count of the number of rides dispatched through its Platform originating in the City and shall concurrently, and in accordance with the City's Licensing Service Fee By-law, submit the corresponding fee.

(b) provide the Licensing Officer on the first day of every third calendar month with a list of P.T.C. Drivers and Motor Vehicles (including plate numbers) that are using its Platform in the City;

(c) keep for a minimum of six (6) months a record of every Motor Vehicle dispatched on a trip, the date and time of dispatch, the place of pick-up and destination of such trip;

(d) submit, upon request, any such document deemed relevant by the Licensing Officer to any Person authorized to administer or enforce the provisions of this By-law;

(e) carry on business only in the name in which the licence has been issued;

(f) prior to accepting a customer's request for service, provide in writing to the customer the full fare to be charged for the service;

(g) notify the City, at least 72 hours before the effective date, of any changes to its tariff rates or other fees.

4.3 No owner, director, officer or employee of a Private Transportation Company shall refuse to provide information requested by the City for the purposes of an investigation pertaining to the administration or enforcement of this By-law.

4.4 No owner, director, officer or employee of a Private Transportation Company shall refuse to cancel the access to its Platform to any P.T.C. Driver whose licence has been refused, suspended or revoked by the City

5.0 INSURANCE

5.1 Every P.T.C. shall purchase and maintain in force, at their own expense (including the payment of all deductibles), the following policy of insurance

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underwritten by insurers licensed to conduct business in the Province of Ontario and satisfactory to the City:

(a) Commercial General Liability Insurance policy in the name of the P.T.C. and shall include coverage for but not limited to Bodily Injury, Person Injury, Property Damage and Contractual Liability with a minimum amount of five million dollars (\$5,000,000.00) for each occurrence, and include:

(i) The Corporation of the City of Markham is included as an additional insured;

(ii) a cross liability clause; and

(iii) non-owned automobile coverage including legal liability for damage to hired automobiles with a minimum amount of five million dollars (\$5,000,000.00) for each occurrence.

5.2 The P.T.C. shall furnish the City, prior to the issuance of the Licence, with a certificate of insurance (in a form satisfactory to the City, in its sole discretion) confirming that the P.T.C. has in place the above-mentioned insurance policy. The certificate of insurance shall also contain an endorsement to the effect that such insurance policies shall not be altered, cancelled or allowed to expire without thirty (30) days advance written notice to the City.

5.3 Every P.T.C. shall ensure that every P.T.C. Driver obtain and maintain, at all times during the provision of Transportation Services, Automobile Liability Insurance for owned, non-owned, or leased vehicles, with limits of not less than Two Million Dollars (\$2,000,000.00), per occurrence for bodily injury, death, and loss or damage to property occurring. The Automobile Liability Insurance shall include the IPCF 6TN Permission to Carry Paying Passengers for a Transportation Network endorsement.

The insurance coverage above shall include a provision that requires the Insurer to provide the City of Markham with no less than thirty (30) days advance written notice of any cancellation or variation to the policy.

5.4 Every P.T.C. shall keep records of the P.T.C. Driver's insurance coverage above for a period of 3 years after the P.T.C. Driver ceases to be affiliated with the P.T.C.

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- 5.5 Every P.T.C. shall keep an up-to-date list of every affiliated P.T.C. driver and vehicle in a readily accessible format that includes:
- (a) the full name and address of every P.T.C. Driver; and
 - (b) the make, model and licence plate of every P.T.C. vehicle.
- 5.6 Every P.T.C. shall produce proof of any P.T.C. Driver, vehicle and insurance coverage to the City upon demand.
- 5.7 The City may suspend the P.T.C. licence if the P.T.C. fails to comply with any of the above requirements until such time as the P.T.C. provides proof of compliance to the satisfaction of the City.
- 5.8 The P.T.C. shall provide the City with such information as the City shall require, from time to time upon demand, to demonstrate that this is being complied with.

Schedule 6

Relating to the Licensing, Regulation and Governing of Taxicab Brokers, Owner and Drivers

DEFINITIONS

“Accessible Taxi” means a motor vehicle which can be used for the transportation of passengers unable to board regular vehicles due to physical disability, and for transporting of passengers in mobility devices for hire or reward and which has been approved by the Licensing Officer for this purpose;

“Accessible Taxicab Driver” means the operator of an accessible taxi who holds and maintains or is required to hold and maintain a City of Markham Accessible Taxi License and who transports ambulatory and/or non-ambulatory passengers from any point within the City of Markham to any other point;

“Accessible Taxi Owner” means the owner of an accessible taxi who is licensed or required to be licensed under the provisions of this By-law;

“Taxicab” means a motor vehicle of a type approved by the Licensing Officer, licensed or required to be licensed under the provisions of this By-law which is used for the hire and conveyance of persons, materials or luggage, from a point of origin within the City of Markham to a destination directly or indirectly and shall not include an accessible taxi;

"Taxicab Brokerage" means any person who accepts and dispatches calls from the general public in a fair and equitable manner to taxis owned by someone other than himself, herself, his or her family members, or itself and who is licensed or required to be licensed under the provisions of this By-law;

“Taxicab Driver” means the operator of a taxi who is licensed or required to be licensed under the provisions of this By-law;

“Taxicab Owner” means the holder of the taxicab owner licence or the person required to hold such licence.

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Relating to the Licensing, Regulation and Governing of Taxicab Brokers, Owner and Drivers

1.0 LICENSING REQUIREMENTS FOR TAXICAB OWNERS AND DRIVERS

- 1.1 In addition to the general requirements for licensing established in the City's Mobile Business Licensing By-law, every Applicant for a Taxicab Owner's Licence and for the renewal of a Taxicab Owner's Licence shall produce with their application:
- (a) the current tariff rate charged;
 - (b) the Vehicle to be licensed for an inspection and approval by the Licensing Officer;
 - (c) a valid Taxicab Driver's Licence;
 - (d) file a list of all licensed Taxicab Drivers who operate the Taxicab.
- 1.2 If the Applicant for a Taxi Owner's Licence is a Corporation, the Person holding the shares carrying at least fifty-one per cent (51%) of the voting rights attached to all shares of the Corporation for the time being issued and outstanding, shall be a Taxicab Driver licensed under this By-law. If no one Person holds at least fifty-one per-cent (51%) of the voting rights of the Corporation, then the Corporation shall designate one Person to be the licensed Taxicab Driver.
- 1.3 No Person shall be licensed as a Taxi Broker unless he is a Taxicab Driver licensed under this By-law, or if the Applicant is a Corporation, the Person holding shares carrying at least fifty-one per-cent (51%) of the voting rights attached to all shares of the Corporation for the time being issued and outstanding, shall be a Taxicab Driver licensed under this By-law. If no one Person holds at least fifty-one per-cent (51%) of the voting rights of the Corporation, then the Corporation shall designate one Person to be the licensed Taxicab Driver.
- 1.4 For purposes of this Schedule, an Applicant for a Taxicab Driver or Taxicab Owner licence who, in the opinion of the Licensing Officer, is satisfactorily licensed by another municipality shall be considered licensed by the City of Markham and may operate within the City's boundaries, subject to the following:
- (a) the Applicant is not in breach of the City's threshold policy for licences, as per Schedule 2 of this By-law;
 - (b) the Applicant owes no amounts to the City as a result of outstanding fees or fines;
 - (c) the Applicant has paid the required licensing fee;
 - (d) once licensed, the Licensee continues to either:
 - (i) be licensed with the other municipality and meet the requirements of this subsection; or

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Relating to the Licensing, Regulation and Governing of Taxicab Brokers, Owner and Drivers

(ii) meet the renewal requirements for the licence, under this by-law for Taxicab Owners and Taxicab Drivers.

- 1.5 For purposes of complying with application and renewal provisions for Taxicab Drivers, Taxicab Owner holding a valid City of Markham licence may, on behalf of a Taxicab Driver, submit and maintain the required documents and, under such circumstances, the Taxicab Driver shall be required to consent to access to those documents by the City for purposes of the administration and enforcement of this By-law.
- 1.6 Notwithstanding any other provisions in this section, no Taxicab Driver licensed by another municipality, and driving a Motor Vehicle also licensed by that same municipality, may transport children to and from school or may transport Persons with disabilities without first obtaining a licence under this section.
- 1.7 A vehicle may only be licensed as a Taxicab if it is not older than ten model years old.
- 1.8 Despite section 1.4, a Taxicab Owner may apply to continue to operate their Taxicab for an additional year by making an application to the City. Such an application may not be made if the model year of the Taxicab is more than eleven (11) years old or for an initial licensing application.
- 1.9 An application under section 1.5 must be made at the time of renewal and shall require an inspection and the approval of the Licensing Officer.
- 1.10 For purposes of complying with application and renewal provisions of this by-law a Taxicab Brokerage or a Taxicab Owner holding a valid City of Markham licence may, on behalf of a Taxicab Driver, submit and maintain the required documents and, under such circumstances, the Taxicab Driver shall be required to consent to access to those documents by the City for purposes of the administration and enforcement of this By-law.
- 1.11 No person shall be licensed as a Taxicab Driver unless they hold a valid, non-probationary provincial driver's licence with a minimum of 3 years' Canadian driving experience deemed acceptable to the Licensing Officer and the City.
- 1.11 No person shall be licensed as a Taxicab Driver unless they are at least nineteen (19) years of age and a Citizen of Canada, or a landed immigrant, or produces a valid work permit issued by the Government of Canada to work as a driver.
- 1.12 No person shall be licensed as a Taxicab Driver unless they attend and complete the applicable City training programs as required by the Licensing Officer or provide proof satisfactory to the Licensing Officer that they have attended and

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Relating to the Licensing, Regulation and Governing of Taxicab Brokers, Owner and Drivers

completed a recognized training program acceptable to another municipality and acceptable to the Licensing Officer meeting all City requirements.

2.0 TAXICAB DRIVER DUTIES

2.1 Every Taxicab Driver shall:

- (a) each day, before commencing the operation of the Taxi, examine the Vehicle for mechanical defects or interior or exterior damage and shall report forthwith any defects found, to the Owner of the Taxi;
- (b) each day, upon completion of the operation of the Taxi, return the Vehicle to their employer and report all defects in the Taxi and all accidents to the Owner;
- (c) carry the Taxi Driver's Licence and their Ontario Driver's Licence with him at all times when operating a Taxi;
- (d) have available at all times and produce on request of the Licensing Officer, or a Passenger, the following:
 - (i) a current tariff card;
 - (ii) a current Taxi Driver's Photo Identification Card, issued by the Licensing Officer;
- (e) keep a daily Trip Sheet showing:
 - (i) the name of the Taxicab Driver, the date and the Taxi Owner's Plate number;
 - (ii) the location and the time of the beginning and end of every Trip made;
 - (iii) the amount of the fare collected for each Trip.
- (f) retain all Trip Sheets for at least twelve (12) months and make them available for inspection at the request of the Licensing Officer;
- (g) be civil and behave courteously while Operating a Taxicab;
- (h) give a Passenger a receipt on an authorized form, showing the Taxicab Driver's name and Licence number and an identifying number for the Vehicle, and amount for the conveyance when requested, or whenever there is a dispute over the Fare;
- (i) except when he has a previous Order or engagement, serve the first Person requiring the service of their Vehicle at any place within Markham, at any time by day or night, except when the Person:
 - (i) is intoxicated or disorderly; or,
 - (ii) refuses to state their destination; or,

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Relating to the Licensing, Regulation and Governing of Taxicab Brokers, Owner and Drivers

- (iii) is in possession of an animal other than a personal assistance animal; or,
 - (iv) is eating or drinking any food or beverage; or
 - (v) has not paid a previous Fare or cancellation fee; or,
 - (vi) is, in the opinion of the Taxicab Driver, unable or unwilling to pay the Fare and has been unable or unwilling to satisfy the Taxicab Driver that he has the funds to pay the Fare;
- (j) take due care of all property delivered or entrusted to him for conveyance or safekeeping.
- (k) when a Passenger enters the Vehicle and gives the Taxicab Driver the desired destination, take the shortest possible route to the destination desired, unless the Passenger designates otherwise;
- (l) subject to Subsections (w) and (x) engage the Taxi Meter at the commencement of the Trip and keep it engaged throughout the Trip, except where Section 30.1 is applicable;

3.0 TAXICAB DRIVER PROHIBITIONS

3.1 No Taxicab Driver shall:

- (a) operate a taxicab not licensed under this By-law;
- (b) operate a Taxi when the meter has not been adjusted in accordance with the rates filed by the Taxicab Owner or Broker;
- (c) operate a Taxi when the Taxi Meter does not operate properly;
- (d) operate a Taxi when the Taxi Meter seal is not or improperly affixed;
- (e) operate a Taxi without the:
 - (i) Owner's Plate affixed;
 - (ii) side numbers attached; or
 - (iii) roof light securely affixed.
- (f) operate a Taxi, unless such Vehicle:
 - (i) is equipped with an extra tire wheel and jack, ready for use for that Vehicle;
 - (ii) meets the standards required for the issue of an acceptance under an Ontario Ministry of Transportation Vehicle Inspection report, or meets the standards for the issue of a Safety Standard Certificate of mechanical fitness;
 - (iii) is clean, dry and in good repair as to its interior; and

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Relating to the Licensing, Regulation and Governing of Taxicab Brokers, Owner and Drivers

- (iv) is clean and in good repair as to its exterior, free from exterior body damage and with a well-maintained exterior paint finish.
 - (g) while providing Taxi Services, operate a vehicle with an operational security camera capable of recording forward facing images of the road as seen by the Taxicab Driver and/or capable of recording images of persons in the vehicle unless suitable public notification of video recording activity as approved by the Licensing Officer is affixed in plain view in the vehicle.
- 3.2 The provisions as outlined in section 3.1 pertaining to Taxi Meters do not apply to Airport Taxicabs.

4.0 TAXICAB OWNER DUTIES

- 4.1 Every Owner shall have in or on their Vehicle:
- (i) the owner's Plate firmly affixed to the rear bumper, or at a location and in a manner approved by the Licensing Officer;
 - (ii) the owner's Plate number for that Taxi in letters of at least 10 cm affixed on both front fenders, on the top rear of the fender, not more than 8cm below the top of the fender, or at a location and in a manner approved by the Licensing Officer; this owner's Plate number shall be preceded by the letter "M" in identical, sized lettering;
 - (iii) affixed to the rear of the front seat, in a holder, or at a location and in a manner approved by the Licensing Officer, the current tariff card and Plate number;
 - (iv) a Taxi Meter of the Type approved, sealed and mounted in a position approved by the Licensing Officer so that it is clearly visible to the Passengers in the front and rear seats of the Taxi;
 - (v) an electrically illuminated roof sign which is securely attached to the top of the Taxi in a manner approved by the Licensing Officer and wired to the Taxi Meter and working in conjunction with the Taxi Meter so that it is illuminated when the headlights are on and the meter is in the vacant status; and
 - (vi) a sleeve inside the Vehicle facing the backseat displaying the City complaint telephone number and a photograph of the Taxicab Driver.

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Relating to the Licensing, Regulation and Governing of Taxicab Brokers, Owner and Drivers

5.0 TAXICAB OWNER PROHIBITIONS

5.1 No Taxicab Owner shall:

- (a) operate a Taxicab or permit a Taxi to be operated with mechanical defects;
- (b) operate a Taxi or permit a Taxi to be operated, without the valid Owner's Plate affixed;
- (c) operate a Taxi or permit a Taxi to be operated which is not registered;
- (d) operate a Taxicab or permit a Taxi to be operated with exterior body damage or rust ;
- (e) operate or permit their Taxi to be operated in affiliation with a Taxi Broker who is not licensed under this Schedule;
- (f) display or permit the display of any sign, emblem, decal, ornament or advertisement, on or in their Taxi, except is a form approved by the Licensing Officer;
- (g) operate or permit their Taxi to be Operated, unless the Taxi Meter is an approved Type, listed with the Licensing Section, and has been tested and sealed;
- (h) employ an unlicensed Taxi Driver;
- (i) while providing Taxi Services, operate a vehicle with an operational security camera capable of recording forward facing images of the road as seen by the Taxicab Driver and/or capable of recording images of persons in the vehicle unless suitable public notification of video recording activity as approved by the Licensing Officer is affixed in plain view in the vehicle.

5.2 The provisions as outlined in section 5.1 pertaining to Taxi Meters do not apply to Airport Taxicabs.

6.0 INSURANCE

6.1 Every Taxicab Owner shall purchase and maintain in force, at their own expense (including the payment of all deductibles), the following policy of insurance underwritten by insurers licensed to conduct business in the Province of Ontario and satisfactory to the City:

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Relating to the Licensing, Regulation and Governing of Taxicab Brokers, Owner and Drivers

(a) Commercial General Liability Insurance policy in the name of the Taxicab Owner and shall include coverage for but not limited to Bodily Injury, Person Injury, Property Damage and Contractual Liability with a minimum amount of five million dollars (\$5,000,000.00) for each occurrence, and include:

(i) The Corporation of the City of Markham is included as an additional insured;

(ii) a cross liability clause; and

(iii) non-owned automobile coverage including legal liability for damage to hired automobiles with a minimum amount of five million dollars (\$5,000,000.00) for each occurrence

6.2 The Taxicab Owner shall furnish the City, prior to the issuance of the Licence, with a certificate of insurance (in a form satisfactory to the City, in its sole discretion) confirming that the Taxicab Owner has in place the above-mentioned insurance policy. The certificate of insurance shall also contain an endorsement to the effect that such insurance policies shall not be altered, cancelled or allowed to expire without thirty (30) days advance written notice to the City.

6.3 Every Taxicab Owner shall produce proof of any vehicle and insurance coverage to the City upon demand.

6.4 The City may suspend the Taxicab Owner licence if the Taxicab Owner fails to comply with any of the above requirements until such time as the Taxicab Owner provides proof of compliance to the satisfaction of the City.

6.5 The Taxicab Owner shall provide the City with such information as the City shall require, from time to time upon demand, to demonstrate that this is being complied with.

7.0 MANDATORY INSPECTIONS

7.1 The Licensing Officer shall give notice to the licensed Taxi Owner of two mandatory inspections a year for each Taxi he owns.

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Relating to the Licensing, Regulation and Governing of Taxicab Brokers, Owner and Drivers

8.0 ACCESSIBLE TAXICABS - OWNERS

- 8.1 In addition to the general requirements for licensing established in the City's Mobile Business Licensing By-law and those for Taxicab Owners, every Applicant for an Accessible Taxicab Owner's Licence and for the renewal of an Accessible Taxicab Owner's Licence shall produce with their application:
- (a) the current tariff rate to be charged;
 - (b) the Vehicle to be licensed for an inspection and approval by the Licensing Officer;
 - (c) a valid Taxicab Driver's Licence;
 - (d) file a list of all licensed Taxicab Drivers who operate the Taxicab.
- 8.2 A holder of an Accessible Taxicab Owner's licence shall be permitted to operate a Motor Vehicle that, in addition to satisfying the vehicle requirements set out in this By-law, has received approval from the Ministry of Transportation as an accessible vehicle.
- 8.3 Every Accessible Taxicab Owner whose Accessible Taxicab does not operate under a Taxicab Brokerage shall file with the City all fares and other charges for services provided from their Accessible Taxicabs.
- 8.4 Every Taxicab Driver or Accessible Taxicab Driver who has been licensed as such by the City of Markham for at least the five immediately preceding years may apply for a licence as an Accessible Taxicab Owner.
- 8.5 Every Accessible Taxicab Owner shall maintain an Accessible Taxicab and shall operate such Taxicab in accordance with this section for at least four (4) years, at which time such Accessible Taxicab Owner may renew his or her licence as a Taxicab Owner and be subject to the provisions in that section.
- 8.6 Despite subsection 8.3, an Accessible Taxicab Owner may, at any time, sell or transfer their business to any Person licensed under sections under this by-law provided the purchaser operates the Accessible Taxicab for the duration of the four-year period required in section 8.3.

9.0 ACCESSIBLE TAXICAB - DRIVERS

- 9.1 In addition to the general requirements for licensing established in the City's Mobile Business Licensing By-law and those for Taxicab Drivers, every Applicant for an Accessible Taxicab Driver's Licence and for the renewal of an Accessible Taxicab Driver's Licence shall produce with their application:

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Relating to the Licensing, Regulation and Governing of Taxicab Brokers, Owner and Drivers

- (a) a certificate of completion of an Accredited Securement Training course, as approved by the Licensing Officer; and
 - (b) any other documentation or information requested by the Licensing Officer.
- 9.2 Every Accessible Taxicab Driver shall serve the first Person unable to board a regular Taxicab due to a disability, as defined in the Accessibility for Ontarians with Disabilities Act, who has requested the service of the Accessible Taxicab at any place within the city and at any time of day or night, except where the provisions of subsection 2.1(i) apply.
- 9.3 Every Person operating an Accessible Taxicab shall:
- a) offer such assistance as required to facilitate the entry or exit of a physically disabled Person into or out of an Accessible Taxicab;
 - b) where a mobility device is being used by a passenger, ensure that the mobility device and occupant restraint system is properly secured in the area so provided; c) ensure that the passenger's seatbelt is properly secured.
- 10.0 TAXICAB BROKERS**
- 10.1 Every Taxicab Broker shall:
- (a) provide the Licensing Officer with a list, showing in numerical order by Owner's Plate number, the name of every Taxicab Driver operating any Taxi with which he has entered into any arrangement for the provision of Taxi Broker services;
 - (b) only offer or charge customers fares and fees that have been filed with the City;
 - (c) prior to undertaking any engagement, a Taxicab Broker shall provide the customer the full fare to be charged for the service.
 - (d) notify the Licensing Section, in writing, within ten (3) days of any additions or deletions from the list provided under Subsection (a);
 - (e) keep a record of each Taxi Dispatched on a Trip, the time and date of receipt of the Order, and the pick-up location and retain these records for a period of at least six (6) months;

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Relating to the Licensing, Regulation and Governing of Taxicab Brokers, Owner and Drivers

- (f) provide the Licensing Officer with a copy of their Federal Radio Licence call sign and frequency number, if any;
- (g) on instructions of the Licensing Officer, not Dispatch calls to any Taxi, if the licensed Owner or licensed Taxicab Driver, in the opinion of the Licensing Officer, may have contravened any section of this By-law;
- (h) at the request of the Licensing Officer, provide:
 - i. a list showing the number of Taxis available for service to the public on any particular day, including the times when each such Taxi went on the road and the time when it was last available for service on that day and also including the number of Dispatched calls serviced by each such Taxi;
 - ii. a description of any Platform and/or Trip Meter used in the provision of services, including as applicable;
 - iii. the means by which customers interact with the Platform;
 - iv. all types of data collected from customers;
 - v. all types of data provided to customers;
 - vi. the means by which the customer is provided with the fare amount;
 - vii. how payment is made through the Platform and/or what forms of payment are accepted;
 - viii. the basis upon which the Trip Meter calculates fares;
 - ix. proof, satisfactory to the Licensing Officer that the Taxicab Brokerage has appropriate general liability insurance in the amount of \$5,000,000 or more;
 - x. a complete listing of all fares and fees that may be charged to customers for the services provide;
 - xi. any other information related to the business the Licensing Officer may request.

11.0 TAXI BROKER PROHIBITIONS

11.1 No Taxi Broker shall:

- (a) dispatch or direct orders for a pick-up to a Taxicab which is not licensed under this By-law;
- (b) while providing Taxi Services, operate a vehicle with an operational security camera capable of recording forward facing images of the road

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as seen by the Taxicab Driver and/or capable of recording images of persons in the vehicle unless suitable public notification of video recording activity as approved by the Licensing Officer is affixed in plain view in the vehicle.

Schedule 4

Relating to the Licensing, Regulation and Governing of Limousine Owners and Drivers

DEFINITIONS

“Limousine” means a Motor Vehicle with at least four-doors that has been approved to operate as a Limousine by the Licensing Officer and that is operated in accordance with all of the applicable provisions pertaining to Limousines under this By-law.

“Limousine Owner” means the holder of the limousine owner licence or the person required to hold such licence;

“Limousine Driver” means a limousine operator who is licensed as such or is required to be licensed as such under this By-law;

“Solicit” means an appeal for Customers by bell, horn, whistle, words or gestures directed at Individuals or groups of Persons.

“Stage” means stopping, parking or otherwise placing a Limousine in a loading or curb side area, not including a parking lot, where the Limousine is not engaged in a Prearranged Trip.

Schedule 4

Relating to the Licensing and Regulation of Limousine Owners, Drivers and Companies

1.0 LICENSING REQUIREMENTS FOR LIMOUSINE OWNERS

- 1.1 In addition to the general requirements for licensing established in the City's Mobile Business Licensing By-law, every Applicant for a Limousine Owner's Licence and for the renewal of a Limousine Owner's Licence shall produce with their application:
- (a) the current hourly tariff rate charged;
 - (b) the Vehicle to be licensed for an inspection and approval by the Licensing Officer; and
 - (c) file a list of all licensed Limousine Drivers who operate the Limousine.
- 1.2 For purposes of this Schedule, an Applicant for a Limousine Driver or Limousine Owner licence who, in the opinion of the Licensing Officer, is satisfactorily licensed by another municipality shall be considered licensed by the City of Markham and may operate within the City's boundaries, subject to the following:
- (a) the Applicant is not in breach of the City's threshold policy for licences, as per Schedule 2 of this By-law;
 - (b) the Applicant owes no amounts to the City as a result of outstanding fees or fines;
 - (c) the Applicant has paid the required licensing fee;
 - (d) once licensed, the Licensee continues to either:
 - (i) be licensed with the other municipality and meet the requirements of this subsection; or
 - (ii) meet the renewal requirements for the licence, under this by-law for Limousine Owners and Limousine Drivers.
- 1.3 For purposes of complying with application and renewal provisions for Limousine Drivers, Limousine Owner holding a valid City of Markham licence may, on behalf of a Limousine Driver, submit and maintain the required documents and, under such circumstances, the Limousine Driver shall be required to consent to access to those documents by the City for purposes of the administration and enforcement of this By-law.
- 1.4 A vehicle may only be licensed as a Limousine if it is not older than ten model years old.

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- 1.5 Despite section 1.4, a Limousine Owner may apply to continue to operate their Limousine for an additional year by making an application to the City. Such an application may not be made if the model year of the Limousine is more than eleven (11) years old or for an initial licensing application.
- 1.6 An application under section 1.5 must be made at the time of renewal and shall require an inspection and the approval of the Licensing Officer.
- 1.7 For purposes of complying with application and renewal provisions of this By-law and a Limousine Owner holding a valid City of Markham licence may, on behalf of a Limousine Driver, submit and maintain the required documents and, under such circumstances, the Limousine Driver shall be required to consent to access to those documents by the City for purposes of the administration and enforcement of this By-law.
- 1.8 No person shall be licensed as a Limousine Driver unless they hold a valid, non-probationary provincial driver's licence with a minimum of 3 years' Canadian driving experience deemed acceptable to the Licensing Officer and the City.
- 1.9 No person shall be licensed as a Limousine Driver unless they are at least nineteen (19) years of age and a Citizen of Canada, or a landed immigrant, or produces a valid work permit issued by the Government of Canada to work as a driver.
- 1.10 No person shall be licensed as a Limousine Driver unless they attend and complete the applicable City training programs as required by the Licensing Officer or provide proof satisfactory to the Licensing Officer that they have attended and completed a recognized training program acceptable to another municipality and acceptable to the Licensing Officer meeting all City requirements

2.0 LIMOUSINE OWNER AND LIMOUSINE DRIVER DUTIES

- 2.1 Every Limousine Owner and Limousine Driver shall:
 - (a) provide Limousine service on a pre-arranged basis, and Persons contracting for conveyance by Limousine shall be informed of the rates to be charged at the time of contracting such conveyance, and no greater amount shall be demanded or received;
 - (b) file with the Licensing Officer at least seventy-two (72) hours prior to the effective date, any and all changes in tariff rates;

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- (c) only charge for services in accordance with the tariff rates filed;
- (d) keep in the Vehicle a card showing the Schedule of Rates, and provide a copy on request to any passenger or person appointed to enforce this by-law;
- (e) maintain the Vehicle in good repair and mechanically safe;
- (f) maintain the interior of the Vehicle in good repair free from litter, garbage and damage;
- (g) maintain the exterior of the Vehicle in good repair free from dents, damage and dirt;
- (h) while driving their Limousine shall take the shortest possible route to the destination desired, unless the passenger designates another route.
- (i) be civil and well-behaved;
- (j) while providing limousine service, operate a vehicle with an operational security camera capable of recording forward facing images of the road as seen by the Limousine Driver and/or capable of recording images of persons in the vehicle unless suitable public notification of video recording activity as approved by the Licensing Officer is affixed in plain view in the vehicle.

3.0 LIMOUSINE OWNER PROHIBITIONS

5.1 No Limousine Owner shall:

- (a) hire, employ or permit a Person not licensed under this By-law to Operate a limousine owned by him;
- (b) operate or permit to be Operated, any Limousine unless it is equipped with a Licence Plate supplied by the City securely affixed to the exterior front of the Vehicle;
- (c) solicit any Person to hire the Limousine or hold out the Limousine as being available for hire by any Person at or in any public place;
- (d) stage the Limousine so as to Solicit any Person to hire the Limousine without a Prearranged service agreement;
- (e) park or stop on a Taxicab Stand;

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- (f) while providing limousine service, operate a vehicle with an operational security camera capable of recording forward facing images of the road as seen by the Limousine Driver and/or capable of recording images of persons in the vehicle unless suitable public notification of video recording activity as approved by the Licensing Officer is affixed in plain view in the vehicle.

4.0 LIMOUSINE DRIVER PROHIBITIONS

4.1 No Limousine Driver shall:

- (a) operate any Limousine not licensed under this By-law;
- (b) operate any Limousine unless it is equipped with a Licence Plate, supplied by the City securely affixed to the exterior front side of the Vehicle;
- (c) solicit any person to hire the Limousine or hold out the Limousine as being available for hire by any Person at or in any public place;
- (d) stage a Limousine so as to Solicit any Person to hire the Limousine without a Prearranged service agreement;
- (e) park or stop on a Taxicab Stand;
- (f) while providing limousine service, operate a vehicle with an operational security camera capable of recording forward facing images of the road as seen by the Limousine Driver and/or capable of recording images of persons in the vehicle unless suitable public notification of video recording activity as approved by the Licensing Officer is affixed in plain view in the vehicle.

5.0 INSURANCE

5.1 Every Limousine Owner shall purchase and maintain in force, at their own expense (including the payment of all deductibles), the following policy of insurance underwritten by insurers licensed to conduct business in the Province of Ontario and satisfactory to the City:

- (a) Commercial General Liability Insurance policy in the name of the Limousine Owner and shall include coverage for but not limited to Bodily Injury, Person

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Injury, Property Damage and Contractual Liability with a minimum amount of five million dollars (\$5,000,000.00) for each occurrence, and include:

- (i) The Corporation of the City of Markham is included as an additional insured;
- (ii) a cross liability clause; and
- (iii) non-owned automobile coverage including legal liability for damage to hired automobiles with a minimum amount of five million dollars (\$5,000,000.00) for each occurrence

- 5.2 The Limousine Owner shall furnish the City, prior to the issuance of the Licence, with a certificate of insurance (in a form satisfactory to the City, in its sole discretion) confirming that the Limousine Owner has in place the above-mentioned insurance policy. The certificate of insurance shall also contain an endorsement to the effect that such insurance policies shall not be altered, cancelled or allowed to expire without thirty (30) days advance written notice to the City.
- 5.3 Every Limousine Owner shall produce proof of any vehicle and insurance coverage to the City upon demand.
- 5.4 The City may suspend the Limousine Owner licence if the Limousine Owner fails to comply with any of the above requirements until such time as the Limousine Owner provides proof of compliance to the satisfaction of the City.
- 5.5 The Limousine Owner shall provide the City with such information as the City shall require, from time to time upon demand, to demonstrate that this is being complied with.