

# Transportation Network Company Pilot Project




# Pilot Project: Overall Assessment

## Primary Purpose:

Ensure **Consumer Protection and Public Safety**

- ✓ Objective 1: Assess TNC Compliance
  - High rates of By-law compliance
  - High degree of data accuracy
- ✓ Objective 2: Assess Impact to Taxis
  - Significant impact to the industry
  - No negative impact from By-law deregulation
- ✓ Objective 3: Develop a Permanent Framework
  - Increase resourcing and service levels
  - Cost are fully offset through licence fees



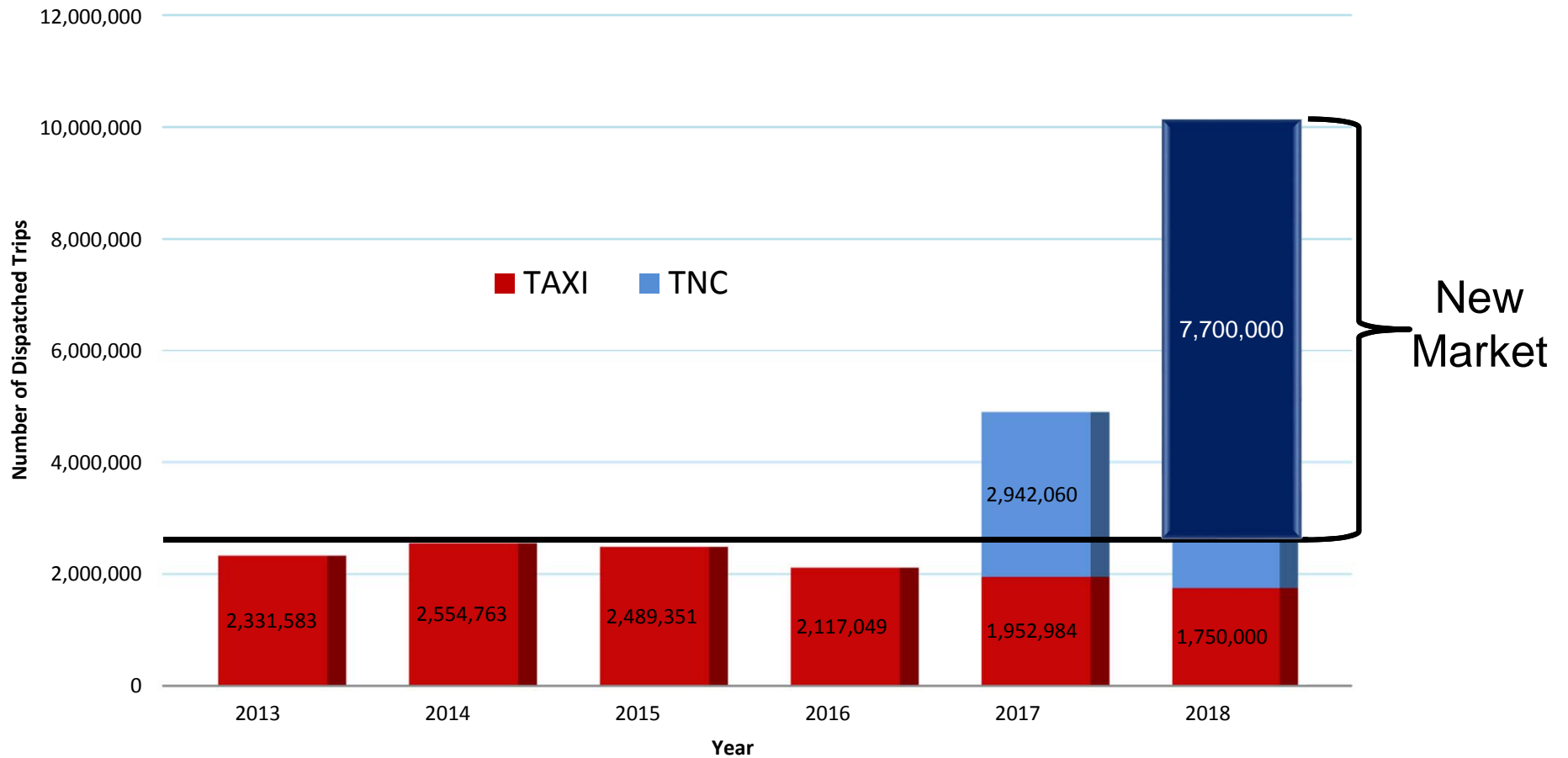
**TNC BY-LAW INSPECTIONS**

Under the Transportation Network Company Licensing Pilot Project By-law, City of Mississauga Inspectors have the right to inspect TNC Drivers and Vehicles.

- Inspections are random and take approximately 10 minutes
- Inspectors will provide their name, City of Mississauga Badge and photo ID

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# Emergence of a New Vehicle for Hire Market



## Impacts to the Taxi Industry

- 15% decrease in dispatched trips (2013-2017)
- 90% decrease in reported value of Owners Licence
- 80% decrease in lease costs for drivers
- No negative impacts from By-law deregulation



# Stakeholder Engagement



## Ride Share

(Transportation Network Companies)

Your Input Matters

## Industry Engagement

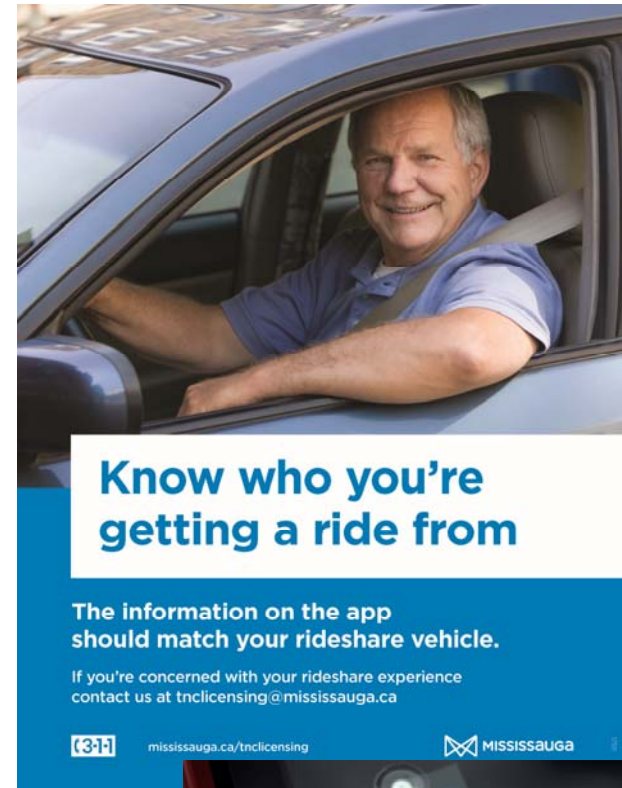
- Total of 8 sessions conducted with: taxi and limousine drivers, owners and TNC drivers
- Feedback highlighted the need for a level playing field and consistent enforcement of regulations

## Public Survey

- 92% satisfaction with all aspects of TNC operations
- 56% satisfaction with all aspects of Taxi operations
- 36% believe regulatory responsibilities should be shared between TNC and City; 28% TNC alone; 26% City alone

## Permanent Framework

- 2 By-law amendments: TNC Identifier and Safety Certificate
- Increase field inspectors from 5 to 11
- Increase support staff from 4 to 7
- Expand evening & weekend service levels
- Conduct 21,000 annual TNC inspections
- Maintain public education campaign



## Next Steps

### Permanent Regulatory Framework

#### 'Level the Playing Field'

- Continue Public Vehicle By-law deregulation
- Address taxi compensation
- Review plate issuance model

#### Accessibility Plan

- Develop a 'cash in lieu of service' model
- Complete the capacity assessment
- By-law development

#### Technology Plan

- Auto-Process integration
- iOS platform enhancement
- Data security maintenance

#### Policy Development

- Traffic impact study
- Market capacity study
- By-law consolidation

#### Disruptive Technology

- Improve agility and response to future technology driven disruptions
- Increase capacity to regulate the sharing economy