



P.O. Box 1749
Halifax, Nova Scotia
B3J 3A5 Canada

Item No. 11.3

Halifax Regional Council

February 16, 2016

February 23, 2016

April 26, 2016

May 24, 2016

TO: Mayor Savage and Members of Halifax Regional Council
Original Signed

SUBMITTED BY: Councillor Jim Outhit, Chair, Transportation Standing Committee

DATE: January 22, 2016

SUBJECT: Proposed Amendments – Bylaw T-1001 and Administrative Order #39

ORIGIN

Item 9.1.1, September 10, 2014 Transportation Standing Committee meeting
Item 9.1.1, October 22, 2015 Transportation Standing Committee meeting
Item 12.1.1, January 21, 2016 Transportation Standing Committee meeting

LEGISLATIVE AUTHORITY

- Administrative Order One, Schedule 7, 4(b), states the Transportation Standing Committee shall oversee and review the Regional Transportation policies, bylaws and functional plans;
- Administrative Order One, Schedule 7, 8(b), regarding Liaison with Agencies and Initiatives related to Transportation in HRM, states the Transportation Standing Committee shall promote and encourage the development of integrated programs, policies and initiatives in the municipality that support the Municipality's transportation goals and outcomes;

RECOMMENDATION

It is recommended that Halifax Regional Council:

1. Adopt By-law T-1001, which includes amendments to By-law T-1000, Respecting the Regulation of Taxis, Accessible Taxis and Limousines, as set out in Appendix B of the report dated December 22, 2015; and
2. Adopt amendments to Administrative Order #39, Respecting Taxi and Limousine Regulation, as set out in Appendix D of the report dated December 22, 2015.

BACKGROUND

A supplementary staff report dated December 22, 2015 was before the Transportation Standing Committee at their meeting on January 21, 2016. The Committee passed a motion to approve the staff recommendation and forward the recommendation to Regional Council.

DISCUSSION

Staff responded to a number of questions from members of the Transportation Standing Committee.

- Regarding instruction on Taxi Owner's License Limitations given by the Committee at the October 22, 2015 meeting, staff confirmed that the direction was achieved through the proposed amendments.
- Concerning the amendment regarding taxi drivers to be made knowledgeable about mobility aids and securement devices, staff confirmed that the amendments would give the Municipality the ability to monitor drivers and conduct investigations where required.

FINANCIAL IMPLICATIONS

As outlined in report dated December 22, 2015.

COMMUNITY ENGAGEMENT

The Transportation Standing Committee is comprised of six elected members of Regional Council. Meetings are held on a monthly basis and are open to the public (unless otherwise indicated). Agendas, reports and minutes are available on the Halifax website.

Further details regarding community engagement are included in the report dated December 22, 2015.

ENVIRONMENTAL IMPLICATIONS

None identified.

ALTERNATIVES

As outlined in report dated December 22, 2015.

ATTACHMENTS

Attachment 1: A Supplementary report from the Director of Planning & Development dated December 22, 2015, re: By-law T-1001: Amendments to By-law T-1000 and Administrative Order 39, Respecting the Regulation of Taxis & Limousines

A copy of this report can be obtained online at <http://www.halifax.ca/council/agendasc/cagenda.php> then choose the appropriate meeting date, or by contacting the Office of the Municipal Clerk at 902.490.4210, or Fax 902.490.4208.

Report Prepared by: Andrew Reid, Legislative Assistant, 902-490-5934

P.O. Box 1749
Halifax, Nova Scotia
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Item No. 12.1.1
Transportation Standing Committee
January 21, 2016

TO: Chair and Members of Transportation Standing Committee

Original Signed

SUBMITTED BY:

Bob Bjerke, Chief Planner and Director Planning & Development

DATE: December 22, 2015

SUBJECT: By-law T-1001: Amendments to By-law T-1000 and Administrative Order 39, Respecting the Regulation of Taxis & Limousines

SUPPLEMENTARY REPORT

ORIGIN

On October 22, 2015 the Transportation Standing Committee (TSC) requested a staff report on amendments to By-law T-1000, focusing on TLLG initiatives, housekeeping items and any consequential amendments while preserving the essence of conventional taxi owner licenses.

At the April 28, 2015 Regional Council meeting, the following motion was passed:

MOVED by Councillor Whitman, seconded by Councillor Hendsbee that Halifax Regional Council request a staff report with regard to an amendment to By-law T-1000, providing that By-law T-1000 does not apply to community-based transportation services which are developed and provided by non-profit organizations through partnerships by coordinating public, private, non-profit and volunteer resources, and services that receive provincial or municipal financial support to cover a portion of the operating costs.

LEGISLATIVE AUTHORITY

- Nova Scotia Motor Vehicle Act, Section 305(1);
- By-law T-1000, Respecting the Regulation of Taxis, Accessible Taxis and Limousines;
- Administrative Order #39, Respecting Taxi and Limousine Regulation; and
- Establishment of the Taxi and Limousine Liaison Group (TLLG) as approved by Regional Council, July 5, 2011.

RECOMMENDATIONS

It is recommended the Transportation Standing Committee recommend Halifax Regional Council:

1. Adopt By-law T-1001, which includes amendments to By-law T-1000, Respecting the Regulation of Taxis, Accessible Taxis and Limousines, as set out in Appendix B; and
2. Adopt amendments to Administrative Order #39, Respecting Taxi and Limousine Regulation, as set out in Appendix D.

BACKGROUND

At the September 10, 2014 TSC meeting a Recommendation Report (Appendix F) was before the Committee. Proposed amendments included the repeal of Sections 7, 8 & 9 of Administrative Order #39, terminating the issuance of conventional taxi owner licenses. At that meeting the TSC passed a motion recommending Halifax Regional Council:

- Adopt By-law T-1001, which includes amendments to By-law T-1000, Respecting the Regulation of Taxis, Accessible Taxis and Limousines, as set out in Appendix B of the June 16, 2014 report;
- Adopt amendments to Administrative Order #39, Respecting Taxi and Limousine Regulation, as set out in Appendix D of the June 16, 2014 report; and
- Authorize HRM Traffic Services to request the Province of Nova Scotia to amend the Nova Scotia Motor Vehicle Act in support of a pilot project enabling taxis to stand at authorized Fire Hydrants.

At the October 1, 2014 meeting of the TSC, subsequent motions passed which:

- Rescinded the Motion of September 10th, 2014; and
- Directed staff to have further consultation with the Taxi and Limousine Liaison Group in regards to amendments to Section 7, 8 & 9, of Administrative Order #39, and return with a recommendation.

At the October 22, 2015 meeting of the TSC, a Supplementary Report addressing the motions of October 1, 2014 was before the Committee (Appendix E). Following discussions on the proposed amendments, direction was provided to continue issuing conventional taxi owner licenses and return to the Committee with amendments focused only on the TLLG initiatives, housing keeping items and any consequential amendments. In addition the TSC approved a motion, which was later passed at the November 10, 2015 Halifax Regional Council meeting, authorizing the HRM Traffic Services to request the Province of Nova Scotia to amend the Nova Scotia Motor Vehicle Act in support of a pilot project enabling taxis to stand at authorized Fire Hydrants.

TLLG Initiatives

Code of Ethics

Over the past two years the TLLG has developed a Taxicab Passenger/Operator Code of Ethics for the HRM Taxi Industry. The Code of Ethics has been incorporated as Schedule 6 in Administrative Order #39, Respecting Taxi and Limousine Regulation (Appendix D), for the TSC's consideration.

Bridge Toll

On October 23, 2012 Regional Council approved an industry rate increase. Included with the rate increase was the introduction in legislation of an eighty cents bridge toll. This bridge toll was reflective of the MACPASS rate, added to fares when a paying trip involves a bridge crossing. Since the standardization and introduction of the bridge toll rate the TLLG engaged in discussions regarding industry concerns that operators lose money due to the current bridge toll rate. Prior to the amendment of October 2012, various bridge toll charges were being applied even though regulations did not permit this.

Accessible Taxis & Owner/Operators

TLLG discussions focused on regulations to enhance the visibility of accessible taxis by ensuring roof lights are displayed and that mobility securement devices are applied properly by the driver. On February 5, 2014 a presentation to the TSC was provided by the Halifax Taxi Driver Owner Association (HTDOA). A number of recommendations were provided and are considered for implementation in the By-law.

Housekeeping Amendments

Since the introduction of By-law T-1000 in October 2012 a number of housekeeping and administrative process amendments have been identified. Those amendments correct grammatical errors and provide clarification to specific sections. Also included is a housekeeping amendment regarding community-based transportation services as requested by Regional Council.

DISCUSSION

TLLG Initiatives

Code of Ethics

The Taxicab Passenger/Operator Code of Ethics highlights a standard of conduct that is expected by both passengers and operators while outlining regulations to assist in achieving that standard. Initially the TLLG felt that this document should not be a legislative requirement of the By-law but rather circulated as an information item to license holders and generally broadcast to the public. Staff revisited the issue by reviewing national best practices and subsequently consulted the TLLG with findings. The document is proposed to be adopted as part of the Administrative Order, requiring the Taxicab Passenger/Operator Code of Ethics be displayed in all taxi vehicles.

To implement staff's recommendations regarding Code of Ethics both By-law T-1000 and AO# 39 require amendments. Section 28.1 of By-law T-1000 is amended by the addition of subsection 28.1(m):

28.1 The driver of a vehicle for hire must comply with the following rules while in control of the vehicle to which the license relates:

(m) a driver must abide by the Taxicab Passenger/Operator Code of Ethics as set out in Schedule 6 of Administrative Order #39 and ensure that the Code of Ethics is available in the vehicle for passengers.

Administrative Order #39 is amended by adding Section 2.0A:

2.0A TAXICAB PASSENGER/OPERATOR CODE OF ETHICS

A driver while operating a licensed vehicle for hire must abide by the Taxicab Passenger/Operator Code of Ethics as set out in Schedule 6 to this Administrative Order.

Bridge Toll

Since the introduction and standardization of the bridge toll rate to Administrative Order #39 in October 2012, the TLLG has had discussions surrounding what industry perceives as a loss in their ability to recover toll expenses. When a taxi trip involves a bridge crossing the majority of drivers will return to their licensed taxi zones empty. It is the return trip toll that industry perceives as an unrecoverable expense. Prior to the amendment in October 2012, a variation of bridge toll charges were being applied in the taxi industry, even though a charge was not permissible by the regulation.

At the August meeting of the TLLG, several options were reviewed in an attempt to consider offset to the perceived unrecoverable toll expense and provide closure to the issue. The following options were presented:

1. Maintain status quo (MACPASS rate \$0.80 cents);
2. Allow a fare of \$1.00;
3. Allow a fare of \$1.00 plus half the toll totalling \$1.50;
4. Allow a fare of \$1.00 and double it totalling \$2.00 (for the empty return trip);
5. Allow a fare of the MACPASS toll "*rate of the day*" plus half the MACPASS toll "*rate of the day*" set by Halifax Dartmouth Bridge Commission ("*rate of the day*" deals with future tolls);
6. Allow a fare equivalent to the cash toll "*rate of the day*"; and
7. Allow a fare of equivalent to the cash toll "*rate of the day*" plus half cash toll "*rate of the day*".

At the August 29, 2013 meeting of the TLLG, the majority of members endorsed Option (7); a fare which is equal to the cash toll "*rate of the day*" (currently \$1.00) plus half the cash toll "*rate of the day*" (currently totalling \$1.50).

Staff is recommending Option (6). Staff cannot support a fare in excess of the cash toll "*rate of the day*". This amendment to Administrative Order #39, Schedule 1, is included in Appendix D.

Accessible Taxis & Owner/Operators

Further to the TLLG discussions and the presentation at TSC by the HTDOA, staff is recommending that By-law T-1000 and Administrative Order #39 be amended relative to accessible taxis, owner/operators and vehicle standards so that:

1. New owner licenses will only be issued to a driver who currently does not hold a conventional taxi license within the HRM;
2. Driver's claiming a physical limitation or disability must provide an updated medical report at the time of renewal;
3. Current conventional licenses are grandfathered to existing vehicles;
4. A vehicle entering the industry shall not be accepted as a licensed vehicle under a conventional taxi license if it exceeds seven (7) years of age;
5. Accessible taxis must display the universal accessibility symbol on both right & left side of the vehicle and the front and back of the vehicle and the specific taxi roof light sign;
6. Section 26 is amended to enhance accessible taxi services by ensuring drivers are knowledgeable in and apply the mobility aid and passenger securement devices; and
7. Section 31.2 is repealed to ensure that accessible taxi roof lights are displayed.

Housekeeping Amendments

The proposed By-law T-1001 (Appendix A), contains housekeeping amendments to By-law T-1000, to correct grammatical or wording issues, in the following sections: 9.3(a)(e), 9.7(a)(b), 9.15, 9.20, 12.4(a), 14.6, 22.1, 22.2, 28.1(b)(k), 28.3 47.2 and 47.5.

The proposed By-law T-1001, also contains the amendments resulting from process changes and industry discussions and to provide article clarification:

- Section 2.1(2) amended in accordance with a motion of Regional Council dated April 28, 2015 that the By-law not apply to community-based transportation services;
- Section 9.3(a) amended item clarifies the criminal record check requirement for corporations and owners who do not hold a driver license pursuant to the By-law;
- Section 9.3(e) added item clarifies NS vehicle permit title and plates must be the same name as the license holder and/or commercial lessor;
- Section 9.7(a) clarifies wording in that insurance policy must be in the name of the license holder;
- Section 9.13, 9.16 & 14.10 are amended so that the issuing of licenses may be suspended to respond to extenuating circumstance that may arise and to address a medical accommodation;

- Section 9.19(2) amended wording for corporately held owner licenses clarifying the transferring of shares is not permitted to a person who was not a shareholder in the corporation on October 23, 2012;
- Section 14.9 is amended to clarify when a medical report is required to claim a physical disability;
- Section 28.1 is amended to include “e-cigarettes”; and
- Section 48.2 and 50.1 are amended to be consistent with other HRM by-laws regarding the appeals process and the minimum penalty amounts upon a summary conviction.

The proposed Administrative Order #39, (Appendix B) also contains the following amendment in relation to discussions held before the Appeal Standing Committee.

Schedule “5”, is amended by the addition of clause 5. (2);

5. (2) A vehicle which has an “Ignition Alcohol Interlock Device” installed cannot be issued a vehicle for hire license or remain licensed as a vehicle for hire.

FINANCIAL IMPLICATIONS

There are no financial implications.

COMMUNITY ENGAGEMENT

Discussions surrounding the proposed By-law and Administrative Orders were held at meetings of the Taxi & Limousine Liaison Group, Halifax Taxi Drivers Owners Association and the HRM Accessibility Advisory Committee.

ENVIRONMENTAL IMPLICATIONS

There are no environmental implications.

ALTERNATIVES

1. The Transportation Standing Committee may decide not to adopt any of the recommended amendments to By-law T-1000 or Administrative Order #39. This alternative is not recommended.
2. The Transportation Standing Committee may decide to approve any number of the amendments proposed to By-law T-1000 and Administrative Order #39. This alternative is not recommended.

ATTACHMENTS

- Appendix A: Showing proposed changes to By-law T-1000
Appendix B: By-law T-1001, Amending By-law, Amending By-law T-1000
Appendix C: Showing proposed changes to Administrative Order #39
Appendix D: Administrative Order #39, Amendments to Administrative Order #39
Appendix E: Consultant Report, Amendments to By-law T-1000, dated September 25, 2015
Appendix F: Recommendation Report, Amendments to By-law T-1000, dated June 16, 2014

A copy of this report can be obtained online at <http://www.halifax.ca/commcoun/index.php> then choose the appropriate Standing Committee and meeting date, or by contacting the Office of the Municipal Clerk at 490-4210, or Fax 490-4208.

Report Prepared by: Andrea MacDonald, Manager License Standards, 490-7371

Original Signed

Report Approved by:

 Jim Donovan, Manager of Municipal Compliance, 476 -8211 _____

Original Signed

Report Approved by: Martin Ward, Acting Director, Legal, Insurance and Risk Management Services, 490-4226

APPENDIX A
(Showing proposed changes)

HALIFAX REGIONAL MUNICIPALITY
BY-LAW NUMBER T-1000
RESPECTING THE REGULATION OF TAXIS, ACCESSIBLE TAXIS AND LIMOUSINES

BE IT ENACTED by the Council of the Halifax Regional Municipality, under the authority of Section 305 of the *Motor Vehicle Act*, Chapter 293, R.S.N.S. 1989 as follows:

1.0 SHORT TITLE

1.1 This by-law may be cited as By-law Number T-1000 or as the *Halifax Regional Municipality Taxi and Limousine By-law*.

2.0 APPLICATION

2.1 (1) Subject to subsection (2), this by-law applies to vehicles used for the purpose of carrying passengers for hire in the Municipality and to the owners and operators of those vehicles.

(2) This by-law does not apply to:

(a) a vehicle licensed under the *Motor Carriers Act* or to the owner or operator of the vehicle;

(b) a vehicle engaged in a not for profit car pool or free for use shuttle service or the owner or operator of the vehicle;

(c) a vehicle transporting for hire passengers or goods brought into the Municipality from outside the limits of the Municipality, or transporting for hire passengers or goods taken on within the limits of the Municipality to be discharged or unloaded outside the limits of the Municipality; and

(d) a vehicle while engaged in services which are developed and provided by non-profit organizations through partnerships by coordinating public, private, non-profit, and volunteer resources, and services that receive provincial or municipal financial support to cover a portion of the operating costs of a community-based transportation service.

~~(2) This by-law does not apply to:~~

~~_____ (a) a vehicle licensed under the *Motor Carriers Act* or to the owner or operator of the vehicle;~~

~~_____ (b) a vehicle engaged in a not for profit car pool or free for use shuttle service or the owner or operator of the vehicle; and~~

~~_____ (c) a vehicle transporting for hire passengers or goods brought into the Municipality from outside the limits of the Municipality, or transporting for hire passengers or goods taken on within the limits of the Municipality to be discharged or unloaded outside the limits of the Municipality.~~

3.0 DEFINITIONS

3.1 In this by-law

“**accessible taxi**” means a vehicle licensed under this By-law as an accessible taxi;

“**Appeal Committee**” means the Committee established by the Municipality with authority to hear appeals of decisions made or actions taken pursuant to the provisions of this by-law;

“driver’s license” means a license issued by the Municipality to a person permitting that person to operate a vehicle for hire within the Municipality, and includes a conditional taxi driver’s license where the context permits;

“licensed driver” means a person who holds a valid driver’s license permitting that person to operate a vehicle for hire within the Municipality;

“licensed owner” means the holder of an owner’s license for a licensed vehicle;

“licensed vehicle” means a vehicle that is licensed under this by-law as a taxi, accessible taxi or limousine;

“Licensing Authority” means the office responsible for the licensing and enforcement of By-law T-1000 and related regulations as designated by the Chief Administrative Officer or designate;

“limousine” means a vehicle that is licensed under this by-law as a limousine;

“medical report” means a report made by a physician licensed to practice in the Province of Nova Scotia;

“Municipality” means the Halifax Regional Municipality;

“owner” means the person issued the vehicle’s license plates, as indicated on the permanent Nova Scotia Vehicle Registration Permit for the vehicle, and includes any other person who holds the legal title of the vehicle;

“owner’s license” means a taxi owner’s license, an accessible taxi owner’s license or limousine owner’s license, and includes a conditional taxi owner’s license, conditional accessible taxi owner’s license or conditional limousine owner’s license where the context permits;

“parcels” includes boxes, packages and other articles of whatever nature;

“public place” includes any highway, street, road, lane, alley, taxi stand or other public place in the Municipality;

“service animal” means any animal individually trained to do work or perform tasks for the benefit of the individual with a disability or is used for search and rescue or law enforcement;

“taxi” means a vehicle that is licensed under this by-law as a taxi, but does not include an accessible taxi;

“taxi meter” means a mechanical or electronic meter that automatically measures and registers the distance travelled by the vehicle and the fare corresponding to the distance as determined using the fares prescribed by Administrative Order 39 ;

“vehicle” means a motor vehicle;

“vehicle for hire” means a licensed vehicle while in engaged in the transport of passengers or parcels for a fee;

“zone” means the geographical service area in respect of which a taxi owner’s license is issued, as prescribed by Administrative Order 39.

4.0 OPERATING A LICENSED VEHICLE

4.1 For the purposes of this by-law the operation of a vehicle includes:

- (a) transporting passengers or parcels for hire in or through any public place in the Municipality;
- (b) being in or on any public place in the Municipality while in control of a vehicle for the purpose of offering the vehicle for hire;

- (i) soliciting passengers for hire regardless of the method used to offer the vehicle for hire or
- (ii) to solicit passengers and regardless of the method used to signal the driver that a person wants to engage the vehicle; and
- (c) waiting at any location in the Municipality, whether in a public place or a private place, while in the control of a motor vehicle for the purpose of offering the vehicle for hire;
 - (i) soliciting passengers for hire regardless of;
 - (ii) the method used to offer the vehicle for hire or to solicit passengers and regardless of the method used to signal the driver that a person wants to engage the vehicle.

5.0 NUMBER OF ACCESSIBLE TAXIS AND DRIVERS NOT AFFECTED

5.1 Nothing in this by-law affects or limits either directly or indirectly the number of accessible taxi drivers or the number of accessible taxi vehicles that may be licensed in the Municipality or in any zone in the Municipality.

PART 1 ADMINISTRATION

6.0 ROLE OF LICENSING AUTHORITY

6.1 The Licensing Authority is responsible for the regulation of licensed vehicles, licensed owners and licensed drivers and the administration and enforcement of the provisions of this by-law, and related regulations, and includes any officer or official carrying out those duties under this by-law.

6.2 The Licensing Authority must:

- (a) make all necessary inquiries concerning applications for licenses under this by-law;
- (b) examine or cause to be examined every applicant for a driver's license for compliance with this by-law;
- (c) examine or cause to be examined every vehicle to be licensed for compliance with this by-law;
- (d) keep a register of all licenses granted containing the name and complete mailing address of every license holder and the date of issue of each license;
- (e) issue licenses in accordance with this by-law if all requirements have been met;
- (f) provide applicants with a copy of this by-law and Administrative Order 39, upon request; and
- (g) determine by inspection and enquiry from time to time whether licensed owners, licensed drivers and licensed vehicles continue to comply with the provisions of this by-law and all applicable laws.

6.3 The Licensing Authority in its sole discretion may abridge or extend the time limits provided for in this bylaw.

PART 2 PROHIBITIONS RELATED TO UNLICENSED VEHICLES AND DRIVERS

7.0 OPERATION OF VEHICLES

7.1 A person must not operate a vehicle to provide the services of a taxi, accessible taxi or limousine and the owner of a vehicle must not permit its operation as a vehicle to provide the services of a taxi, accessible taxi or limousine unless:

(a) the vehicle is the subject of a valid taxi owner's license in the case of a vehicle offering the services of a taxi;

(b) the vehicle is the subject of a valid accessible taxi owner's license in the case of a vehicle offering the services of an accessible taxi;

(c) the vehicle is the subject of a valid limousine owner's license in the case of a vehicle offering the services of a limousine;

(d) in the case of a taxi or accessible taxi, the original of the owner's license (photocopy or other facsimile is not permitted) for the vehicle is conspicuously displayed on or above the doorpost or on the rear portion of the front seat, and, in case of a limousine, the original of the owner's license (photocopy or other facsimile is not permitted) for the vehicle is in the vehicle and available for presentation upon request; and

(e) the license sticker issued for the vehicle by the Licensing Authority for the current license year is affixed to the vehicle in the location and manner prescribed by Administrative Order 39, or is affixed in such other location on the vehicle as approved by the Licensing Authority.

7.2 Subsection (1) does not apply so as to require a vehicle to be licensed under this by-law if it is used to transport parcels for a fee if it is not used to transport passengers for a fee.

7.3 A person must not operate a licensed vehicle as a vehicle for hire unless:

(a) the person holds a valid driver's license issued pursuant to this by-law;

(b) the original of the driver's license (photocopy or other facsimile is not permitted) is conspicuously displayed in the vehicle and is readily visible to any passenger who may be in it.

8.0 DEEMED OPERATION OF TAXI OR ACCESSIBLE TAXI

8.1 A person who is in control of a taxi or accessible taxi in the Municipality while the vehicle's taxi roof sign is displayed or uncovered is deemed to be operating the vehicle as a vehicle for hire.

PART 3 OWNERS' LICENSES

9.0 OBTAINING OR RENEWING AN OWNER'S LICENSE

9.1 The Licensing Authority may issue owner's licenses that are either conditional or permanent.

9.2 Subject to this by-law, an owner of a motor vehicle:

(a) who is an individual may obtain or renew an owner's license by applying in person to the Licensing Authority; or

(b) that is a corporation may renew an owner's license by having an officer of the corporation apply in person to the Licensing Authority.

9.3 An application to obtain or renew an owner's license must be accompanied by:

(a) a criminal record/vulnerable sector check in respect of the applicant (if the applicant does not hold a driver license pursuant to this by-law), or if the applicant is a corporation, a criminal record/vulnerable sector check in respect of ~~each shareholder holding 25% or more of any type or series of shares in the applicant corporation~~ the applicant officer of the corporation;

- (b) a statutory declaration attesting to the matters required by the Licensing Authority;
- (c) all applicable fees for the license as set by Administrative Order 15; ~~and~~
- (d) if the applicant is a corporation, a current print out from the Nova Scotia Registry of Joint Stocks showing an active status for the corporation that will operate the vehicle to which the license relates and if that corporation is not the holder of the owner's license also a letter authorizing the use of the corporation's name; **and**

(e) a NS Vehicle Registration permit listing the title and license plate in the name of the applicant or owner's license holder, or in the name of the lessor of a leased vehicle, if supported by lease documentation from a commercial lessor showing the applicant or owner's license holder as the lessee of the vehicle.

9.4 Despite subsection 9.3 (a), if the applicant has applied for a criminal record/vulnerable sector report but the report is not available at the time of the application, the Licensing Authority may grant the applicant a conditional owner's license pending receipt of a satisfactory report, if the applicant submits proof to the Authority that the applicant has applied and paid for the report and a statutory declaration attesting to the application for the record.

9.5 If a conditional owner's license has been issued in the circumstances described in section 9.4 and the criminal record/vulnerable sector report is not received by the Licensing Authority:

(a) within 30 days of the date of issue, the conditional owner's license is automatically suspended until the report is received by the Licensing Authority; and

(b) within six months of the date of issue, the conditional owner's license is automatically terminated.

9.6 If a conditional owner's license has been issued in the circumstances described in section 9.4 and an unsatisfactory criminal record/vulnerable sector report is provided, the Licensing Authority must immediately suspend the owner's license while the Licensing Authority confirms the information contained in the report, and if the information is confirmed the owner's license must be cancelled by the Licensing Authority.

9.7 The following insurance requirements apply to a vehicle that is the subject of an application under this section:

(a) the vehicle must be insured by an automobile insurance policy **issued in the name of the owner's license holder**, that provides public liability insurance, passenger hazard insurance, and property damage insurance in an amount not less than \$1,000,000.00 without any limit on any particular claim up to that amount regardless of the number of persons involved or the nature of the damage;

(b) if the application is in respect of an accessible taxi, the vehicle must, in addition to the insurance required by subsection (a), be insured by a policy of insurance that **expressly includes provides** coverage against all loss, damage and claims arising out of or in connection with the loading or unloading or transporting of disabled persons;

(c) the applicant must deposit the policy or policies required by this section with the Licensing Authority; and

(d) the applicant must have directed the insurance company issuing an insurance policy required by this section to advise the Licensing Authority of any change to the coverage and terms of the insurance policy during the term of the license and to notify the Licensing Authority when the insurance policy is no longer in effect.

9.8 Despite the definition of "owner" in section 3, if an owner's license held on October 19, 2010, was at that time subject to a written agreement in respect of a vehicle under which agreement the license holder was not the title or plate holder of the vehicle, the owner's license may be renewed if the

agreement between the two parties has continued uninterrupted since October 19, 2010 and as long as the agreement continues uninterrupted.

9.9 A vehicle to be licensed must meet and be maintained to the requirements prescribed by Administrative Order 39 and at any given time may be licensed as only one of the following:

- (a) a taxi;
- (b) an accessible taxi; or
- (c) a limousine.

9.10 An expired owner's license is not valid and not operational, but may be renewed within a 30-day grace period following its expiration date.

9.11 An expired owner's license cannot be renewed if more than 30 days have elapsed since its expiration date.

9.12 The Licensing Authority may waive the requirement under subsection 9.2 (a) for an individual to appear in person, if the individual submits a medical report satisfactory to the Licensing Authority setting out the medical reasons why applicant is unable to attend in person.

9.13 The Licensing Authority must not issue or renew an owner's license unless the applicant and the vehicle to be licensed meets or continues to meet the requirements of this by-law and all applicable laws.

9.14 The Licensing Authority must not issue or renew a taxi or limousine owner's license if the applicant:

- (a) is not a licensed driver in the Municipality; or
- (b) in respect of a taxi owner's licence, the applicant already holds a taxi owner's license in the Municipality either in his or her name or in the name of a corporation in which the applicant is a shareholder.

9.15 Section 9.14 does not apply to the renewal of an owner's license first issued before **October 23, 2012** ~~July 19, 2008~~, unless the owner has become a licensed driver subsequent to that date and does not apply to the renewal of a limousine owner licenses held in a company name on or before October 23, 2012.

9.16 The Licensing Authority must:

(a) suspend ~~a taxi or limousine an~~ owner's license issued to an individual during such periods of time as the provincially issued license to the individual to operate a passenger vehicle is suspended or the driver's license held by the individual in accordance with this by-law is suspended, **unless the suspension is due to medical reasons for which the license holder provides supporting documentation satisfactory to the Licensing Authority**; and

(b) cancel ~~a taxi or limousine an~~ owner's license issued to an individual if the provincially issued license to the individual to operate a passenger vehicle is cancelled or the driver's license held by the individual in accordance with this by-law is cancelled, **unless the cancellation is due to medical reasons for which the license holder provides support documentation satisfactory to the Licensing Authority.**

9.17 Section 9.16 does not apply to owner's license first issued before July 19, 2008, unless the owner has become a licensed driver subsequent to that date.

9.18 Upon application to the Licensing Authority, a license holder may change the registered vehicle that is the subject of an owner's license to another vehicle that complies with this by-law.

9.19 (1) An owner's license is the property of the Municipality, is non-transferable, and automatically expires upon the death of the holder.

(2) An owner's license issued in the name of a corporation may be renewed but is non-transferable and automatically expires on the sale, devolution or other transfer of any shares of the corporation or upon the issuance of any new shares by the corporation, **to a person who was not a shareholder in the corporation on October 23, 2012.**

(3) The reproduction of an owner's license in any manner is prohibited.

~~**9.20** A conditional taxi owner's licence may not be renewed but is otherwise subject to the same privileges and requirements as a permanent taxi owner's licence unless, and to the extent, the contrary is provided for in this By-Law.~~ **A conditional owner's license may not be renewed, but is otherwise subject to the same privileges and requirements as a permanent owner's license unless, and to the extent, the contrary is contained in the attached conditions, or otherwise provided for in this By-Law or Administrative Order 39.**

10.0 BUSINESS NAME AND ADDRESS

10.1 (1) An owner's license must specify;

(a) the business name under which the vehicle to which the license relates is to be operated; and

(b) the business address and telephone number from which the vehicle is to be operated.

(2) The applicant for an owner's license or for the renewal of an owner's license must, at the time of the application, provide the Licensing Authority with a company authorization letter or a current print out from their Nova Scotia Registry of Joint Stocks showing an active status for applicant as a the proprietorship, partnership or corporation, as the case may be.

10.2 A person must not operate a licensed vehicle as a vehicle for hire;

(a) under any business name other than the name specified on the owner's license; or

(b) from any address other than the business address specified on the owner's license.

10.3 At least three days before making the change, the owner's license holder must notify the Licensing Authority of any change in;

(a) the business name under which the licensed vehicle is operated;

(b) the business address from which the licensed vehicle is operated; or

(c) the owner's residential address.

10.4 Saturday, Sunday and holidays are not to be included in calculating the three-day period under section 10.3.

11.0 VEHICLE REGISTRATION & OWNERSHIP PERMIT

11.1 The holder of an owner's license must notify the Licensing Authority of any change in the Nova Scotia vehicle registration permit for the licensed vehicle forthwith after the change.

11.2 An owner's license automatically terminates unless the holder of that owner's license registers another vehicle to the license by the earlier of (a) 30 days from the removal of the vehicle or (b) 30 days from the expiration date of the license, in the event of the following:

- (a) holder of an owner's licences ceases to be the owner of licensed vehicle;
- (b) the owner's license can not be renewed because the licensed vehicle is not in compliance with the vehicle requirements under this by-law; or
- (c) the licensed vehicle is otherwise removed from an owner's license

PART 4 DRIVERS' LICENSES

12.0 OBTAINING A DRIVER'S LICENSE

12.1 Subject to this by-law, an individual may obtain or renew a driver's license by applying in person to the Licensing Authority using the form supplied by the Licensing Authority.

12.2 An application for a driver's license must be accompanied by;

- (a) a criminal record/vulnerable sector check dated within 30 days of the application;
- (b) a statutory declaration of the applicant attesting to the matters required by the Licensing Authority;
- (c) all applicable fees for the license as set by Administrative Order 15;
- (d) two professionally taken passport style photographs dated within 30 days of the date of application which are neither heat sensitive nor subject to fading; and
- (e) a satisfactory Nova Scotia Registry of Motor Vehicles (Client Use) abstract of the applicant's minimum class 4 driving record, dated within 30 days of the date of application.

12.3 Despite subsection 12.2 (a), if the applicant is renewing a current driver's license and has applied for a criminal record/vulnerable sector report but the report is not available at the time of the application, the Licensing Authority may grant the applicant a conditional driver's license pending receipt of a satisfactory report, if the applicant submits proof to the Authority that he or she has applied and paid for the report and a statutory declaration attesting to the application for the record report.

12.4 If a conditional driver's license has been issued in the circumstances described in section 12.3 and the criminal record/vulnerable sector report is not received by the Licensing Authority;

- (a) within 30 days of the date of issue, the conditional **owner's driver's** license is automatically suspended until the report is received by the Licensing Authority, and
- (b) within six months of the date of issue, the conditional driver's license is automatically terminated.

12.5 If a driver's license has been issued in the circumstances described in section 12.3 and the criminal record/vulnerable sector report is not satisfactory to the License Authority, the License Authority must immediately suspend the driver's license while the Licensing Authority confirms the information contained in the report, and if the confirmed information is not satisfactory to the Licensing Authority the conditional driver's license must be cancelled by the Licensing Authority.

13.0 DRIVER'S NAME AND ADDRESS

13.1 An applicant for a driver's license must supply a valid residential address and telephone number as part of the licensing information.

13.2 Within three business days of a change in his or her residential address or telephone number, a licensed driver must notify the Licensing Authority of the current information.

14.0 CONDITIONAL AND PERMANENT DRIVERS' LICENSES

14.1 The Licensing Authority may issue drivers' licenses that are either conditional or permanent.

14.2 Subject to section 14.4, a person who has not previously held a permanent driver's license may only apply for a conditional driver's license.

14.3 An applicant may be issued a conditional driver's license if the applicant has met all other requirements of this by-law; and

(a) has supplied proof of successful completion of the English Language proficiency test, as in effect from time to time, approved by the Licensing Authority;

(b) has successfully completed the licensing process and examinations, as in effect from time to time, approved by the Licensing Authority; and

(c) has supplied proof of registration for the National Standards Certification Program for Taxicab/Limousine Drivers administered by the Nova Scotia Tourism Human Resource Council.

14.4 A person who has held a permanent driver's license pursuant to this by-law, within the two years preceding their application for a driver's license and who meets the requirements for a driver's license set out in this by-law may be issued a permanent driver's license.

14.5 The holder of a conditional driver's license who meets the requirements for a licensed driver set out in this by-law and who has successfully completed the National Standards Certification Program for Taxicab/Limousine Drivers administered by the Nova Scotia Tourism Human Resource Council may be issued a permanent driver's license.

~~14.6 A conditional driver's license may not be renewed but is otherwise subject to the same privileges and requirements of a permanent driver's license unless, and to the extent, the contrary is provided for in this By-Law or Administrative Order 39.~~ **A conditional driver's license may not be renewed but is otherwise subject to the same privileges and requirements of a permanent driver's license unless, and to the extent, the contrary is contained in the attached conditions, or otherwise provided for in this By-Law or Administrative Order 39.**

14.7 If the holder of a driver's license issued by the Municipality suffers a suspension or revocation of his or her provincially issued license to operate a passenger vehicle, then that person's driver's license must be correspondingly suspended or revoked for the same period of time.

14.8 (1) A driver's license is the property of the Municipality, is non-transferable and automatically terminates upon the death of the holder.

(2) The reproduction of a driver's license in any manner is prohibited.

14.9 An applicant to obtain or renew a driver's license who is claiming the benefit of sections 28.1(k)(i) or 28.3 due to physical limitation or disability, shall provide an up to date medical report at the time of the application.

14.10 The Licensing Authority may temporarily suspend the issuance or renewal of a driver's license, or of a category of driver's licenses, as determined appropriate by the Licensing Authority to respond to circumstances that may arise.

15.0 EXPIRY OF APPLICATIONS

15.1 An application for a driver's license automatically expires if **the** applicant fails to complete the examination process within 12 months from the date of the application.

16.0 FAILURE TO PASS EXAMINATIONS

16.1 An applicant for a driver's license who fails the examinations required by subsection 14.3 (b) twice within the 12 month period following the date of the application, must wait three months from the date of the last attempt before submitting a new application.

PART 5 TERM OF LICENSES

17.0 EXPIRY OF OWNERS' LICENSES

17.1 An owner's license held by an individual expires on the next anniversary date of the license holder's date of birth.

17.2 If an owner's license is held by a corporation, it may select a renewal date for the owner's license for that corporation and thereafter every owner's license held by that corporation expire on the next anniversary of that date.

18.0 EXPIRY OF DRIVERS' LICENSES

18.1 Permanent driver's licenses are valid for a period of up to two years and expire on the second anniversary date of the license holder's date of birth;

18.2 A conditional driver's license is only valid for 12 months and will terminate on the first anniversary of its date of issue.

18.3 If a person's conditional driver's license has expired or been cancelled, that person is not eligible to apply for a permanent license or another conditional driver's license within six months of the expiration or cancellation date of the previous conditional license.

18.4 A driver's license automatically terminates upon the death of the holder.

19.0 FEES: PRORATION AND NONREFUNDABILITY

19.1 The Licensing Authority may in its discretion impose an increase or decrease in licensing fees prorated on a monthly basis to take into account circumstances in which a license is issued for a period of time other than the standard licensed period for that type of license.

19.2 The license fee for a license is not refundable if the license is cancelled, or suspended.

20. EXPIRY DATE TO APPEAR ON LICENSES

20.1 The expiry date must be clearly printed on every owner's license and every driver's license.

21.0 GRACE PERIOD: OWNERS' LICENSES

21.1 Despite the expiry of an owner's license, the license may be renewed at any time within 30 days following its expiry. Licenses in their grace period are not legal to operate.

21.2 Despite the expiry of an owner's license the Licensing Authority may upon application by an owner extend the period in which to renew an owner's license if:

(a) the licensed vehicle to which the license relates has been damaged and prevents the vehicle from being operated as a vehicle for hire; and

(b) the damage has been certified by an adjuster or the licensed owner's insurer or otherwise established to the satisfaction of the Licensing Authority.

21.3 An expired owner's license cannot be renewed if the grace period permitted by section 21.1 or as extended by section 21.2 has expired.

22.0 INCAPACITATED OWNERS AND DRIVERS

22.1 (1) ~~Despite any limitation on the number of licences that may be issued, a~~ driver's licence that has not been renewed because of illness or injury suffered by the license holder may be renewed at any time upon presentation to the Licensing Authority of a medical report satisfactory to the Authority that

the licence holder was prevented for medical reasons, during the entire period in question, from being able to operate a ~~taxi, accessible taxi or limousine, as the case may be as a~~ vehicle for hire.

22.2 (1) ~~Despite any limitation on the number of licences that may be issued, a~~ An owner's licence that has not been renewed because of illness or injury suffered by the license holder may be renewed at any time upon presentation to the Licensing Authority of a medical report satisfactory to the Authority that the licence holder was prevented for medical reasons, during the entire period in question, from being able to renew the licence.

22.3 Upon the request of the holder of an owner's license, supported by a medical report satisfactory to the Licensing Authority that establishes to the satisfaction of the Licensing Authority that the license holder is incapable of operating a vehicle as a vehicle for hire for medical reasons, the Licensing Authority must suspend the owner's license until such time as the owner supplies confirmation by way of a medical report satisfactory to the Licensing Authority that they are again capable of operating the vehicle for hire.

22.4 Despite any limitation on the number of owners' licenses that may be issued, if the Licensing Authority has confirmation of a medical suspension under section 22.3, the Licensing Authority, in its discretion, may issue an owner's license to the next person on the waiting list in that zone.

23.0 LICENSES BECOME INVALID AND NON OPERATIONAL ON EXPIRY

23.1 An owner's license or driver's license that has expired or that has been suspended, cancelled, revoked or terminated is not valid or operational.

24.0 REPLACEMENT LICENSES

24.1 An owner's licence or driver's licence that has been destroyed, lost or stolen will be replaced by the Licensing Authority upon receipt of sufficient proof of the destruction, loss or theft and upon payment of the fee required by Administrative Order 15.

PART 6 OWNERS' RESPONSIBILITIES

25.0 DUTY TO MAINTAIN INSURANCE

25.1 The holder of an owner's license:

(a) must maintain the insurance described in section 9.7 at all times and must provide to the Licensing Authority, upon demand, evidence that the insurance is in force; and

(b) must require the agent or the insurance company that issued the policy of insurance to immediately notify the Licensing Authority of any changes in coverage or the cancellation of any insurance policy.

25.2 The agent or the insurance company referred to in subsection 25.1 (b) must immediately notify the Licensing Authority of any change or cancellation of the policy of insurance.

25.3 The Licensing Authority must immediately suspend an owner's license if it receives notification or otherwise has reason to believe that the insurance for the licensed vehicle may have lapsed, been suspended or cancelled, and if it is confirmed that the vehicle is no longer insured, the Licensing Authority must cancel the owner's license.

25.4 Despite sections 25.1 and 25.3, if the holder of an owner's license submits a medical report satisfactory to the Licensing Authority establishing that the license holder is incapable of operating the vehicle to which the license relates as a vehicle for medical reasons, the Licensing Authority shall suspend the owner's license until such time as the owner is again capable of operating the vehicle as a vehicle for hire.

26.0 ACCESSIBLE TAXIS: PHYSICALLY CAPABLE DRIVERS

~~26.1 The holder of an accessible taxi owner's license must ensure that all drivers of the accessible taxi to which the license relates are capable of providing and do provide all necessary assistance to passengers to facilitate the use of the accessible taxi.~~

26.0 ACCESSIBLE TAXIS: PHYSICALLY CAPABLE DRIVERS & PASSENGER SECUREMENT SYSTEMS

26.1 The holder of an accessible taxi owner's license must ensure that all drivers of the accessible taxi to which the license relates are properly instructed on how to apply and do apply the accessible taxis mobility aid securement systems and occupant restraint systems to all wheelchair passengers in accordance with the manufacturer's specifications, prior to operating the taxi.

26.2 All drivers of accessible taxi vehicles must ensure that all necessary assistance is provided to passengers to facilitate the use of the accessible taxi and that all mobility aid securement systems and occupant restraint systems are applied to all wheelchair passengers in accordance with the manufacturer's specifications, prior to operating the taxi.

27.0 DUTY TO ENSURE DRIVERS ARE LICENSED

27.1 The holder of an owner's license must not permit any person to operate the vehicle to which the license relates as a vehicle for hire unless the person is in possession of both a valid provincially issued Nova Scotia license to operate a passenger vehicle and a valid driver's license in accordance with this by-law.

PART 7 DRIVER RULES

28.0 COMPLIANCE

28.1 The driver of a licensed vehicle for hire must comply with the following rules while in control of the vehicle to which the license relates:

(a) a driver must maintain a high standard of personal hygiene which will be reflected in a neat, clean and professional appearance and personal cleanliness at all times;

(b) a driver must not have any other person in the vehicle while engaged by a passenger ~~except the passenger~~ unless that passenger gives their consent;

(c) a driver must not charge separate fares when there is more than one passenger, unless agreed upon by all passengers;

(d) upon being applied to in person or by radio, or other electronic means, a driver must, unless already engaged by a passenger, place themselves and the vehicle at the disposal of the person so applying and the driver must proceed to any place in the Municipality that the person requests, but the driver may refuse to drive the person if;

(i) the person's destination violates any owner's license zone restrictions applicable to the vehicle under this by-law;

(ii) the person's conduct at the time of applying, is such that it causes a driver to fear for his or her safety; or

(iii) the person refuses to provide proof of payment or partial payment in advance, as provided for in Administrative Order 39.

(e) a driver must transport any personal luggage accompanying a passenger and must place the luggage in and take it out of the vehicle if requested to do so by the passenger;

(f) if a driver engages to be at a particular place at a particular time, he or she must be punctual in attendance at the that time and place;

(g) a driver must not use abusive or insulting language and must not interfere with the free selection by any passenger of any vehicle;

(h) a driver while in any public place, must not be noisy or display behaviour that is disruptive or offensive to the public;

(i) a driver may solicit passengers but such solicitation must be done professionally and not in a manner that is noisy, disorderly or considered disruptive or offensive to the public;

(j) unless otherwise directed by the passenger, the driver must proceed to the destination by the most direct and shortest route;

(k) a driver must not refuse to transport a disabled passenger **or a service animal** unless:

(i) the refusal is justified by physical limitations or disabilities of the driver, and the driver has provided a medical report to the Licensing Authority that supports his or her claim of physical limitations or disabilities, or

(ii) transporting the passenger would constitute a by-law violation; and

~~(l) a driver must not smoke in the vehicle nor permit passengers to smoke in the vehicle.~~
a driver must not smoke, including e-cigarettes, in the vehicle nor permit passengers to smoke, including e-cigarettes, in the vehicle; and

(m) a driver must abide by the the Taxicab Passenger/Operator Code of Ethics as set out in Schedule 6 of Administrative Order #39 and ensure that the Code of Ethics is available in the vehicle for passengers.

28.2 A driver of a licensed vehicle may determine whether a passenger may eat or drink while in the vehicle and where a passenger is to sit.

28.3 Despite subsection 28.1~~(f)~~ **(e)**, a driver may refuse to handle luggage if the refusal is justified by his or her physical limitations or disabilities and a medical report on the physical limitations or disabilities has been filed with the Licensing Authority.

29.0 DUTY TO ASSIST PASSENGER

29.1 The driver of a licensed vehicle for hire must render all reasonable assistance requested by a passenger in entering or exiting the vehicle or in loading items into the vehicle.

PART 8 SMOKE FREE VEHICLES, SIGNS, FARES AND METERS

30.0 VEHICLES TO BE SMOKE FREE

30.1 The owner of a licensed vehicle must not permit smoking in the vehicle at any time, whether or not the vehicle is being operated at the time as a vehicle for hire.

30.2 Neither the owner nor the driver of a licensed vehicle may represent that it is a non-smoking vehicle or a smoke free vehicle if it has been smoked in while owned by the current owner.

31.0 SIGNS

31.1 A vehicle must not be operated as a taxi or an accessible taxi unless it is equipped with a taxi roof light sign that complies with the requirements for taxi roof lights set out in Administrative Order 39.

31.2 ~~An accessible taxi is not required to have a taxi roof light sign if it has side markings that comply with the requirements for side markings set out in Administrative Order 39.~~ **Repeal.**

31.3 A taxi or accessible taxi may display only rooftop advertising that complies with the requirements for rooftop advertising set out in Administrative Order 39.

31.4 The taxi roof light sign must be removed from a taxi, accessible taxi or covered with opaque material when the vehicle is not in service as a vehicle for hire.

32.0 FARES

32.1 A licensed vehicle may carry passengers and their parcels for hire and may carry parcels for hire in the absence of passengers.

32.2 An owner or driver of a licensed vehicle must charge the applicable fares and rates prescribed by Administrative Order 39.

32.3 The fare or rate charged by the owner or driver of a licensed vehicle for the carriage of parcels in the absence of passengers must be the same as for the carriage of passengers.

32.4 An owner or driver of a taxi or accessible taxi is guilty of an offence if he or she receives or demands a fare that is greater than that registered on the vehicle's taxi meter, unless the fare is otherwise in accordance with the fares set out in Administrative Order 39.

32.5 It is not an offence for a driver of a vehicle for hire to accept a gratuity voluntarily offered by a passenger or in the absence of a passenger a person shipping or receiving parcels.

32.6 (1) The driver of a vehicle for hire must not demand any additional charge for:

(a) the transportation of wheelchairs, walkers or service animals accompanying disabled passengers; or

(b) escorting passengers to and from the first accessible door of their pick-up or destination.

(2) For the purposes of subsection(1)(a), "service animal" means any animal individually trained to do work or perform tasks for the benefit of the individual with a disability or is used for search and rescue or law enforcement.

32.7 It is not an offence for a driver of a vehicle for hire to negotiate with a passenger an amount to recover the costs of cleaning or repairing the vehicle if the passenger has damaged or soiled the vehicle.

32.8 The driver of a taxi or accessible taxi must post in a place which is clearly visible to passengers:

(a) a copy of Taxi Rate Schedule set out in Schedule 1 to Administrative Order 39; and

(b) if the driver charges fares provided for in Schedule 2 or 3 of Administrative Order 39, a copy of the tariff of fares as set out in the applicable Schedule.

33.0 TAXI METERS

33.1 A vehicle must not be licensed or operated as a taxi or accessible taxi unless it has a functioning taxi meter installed in the vehicle.

33.2 Only one taxi meter may be installed in a taxi or accessible taxi.

33.3 The following specifications apply to a taxi meter and its installation:

(a) it must register only a single tariff;

(b) it must be connected to and operated from a front wheel of the vehicle or from its transmission or driveshaft;

(c) it must be equipped with a timing device that registers the fare while the taxi is engaged but not in motion in accordance with the taxi rate schedule as outlined in Administrative Order 39;

(d) it must be mounted in the taxi so that the registered fare is clearly visible to passengers at all times and is illuminated by a suitable light while in operation at night;

(e) the taxi meter casing and internal components must be kept sealed and intact; and

(f) it must not be calibrated to register any fare other than the fares as outlined in Schedule 1 of Administrative Order 39.

33.4 The holder of an owner's license must, at his or her own expense, provide to the Licensing Authority a certificate stating that the taxi meter is properly calibrated to show the fares set out in Schedule 1 of Administrative Order 39.

33.5 The Licensing Authority may refuse to accept a certificate provided under section 33.4 if, in the Licensing Authority's opinion, it cannot be relied upon.

33.6 The Licensing Authority must suspend the license of an owner of a taxi or accessible taxi who has contravened section 33.4.

33.7 A license suspended under section 33.6 may be reinstated, subject to any other penalty, or continued suspension, pursuant to this bylaw that is appropriate in the circumstances in the judgment of the Licensing Authority, when the owner satisfies the Licensing Authority that the vehicle to which the suspension relates is equipped with a properly installed and calibrated taxi meter.

34.0 DUTY TO USE TAXI METER

34.1 The driver of a taxi or accessible taxi who transports any passenger or parcel for hire must ensure that the taxi meter operates during the entire period that the vehicle is engaged unless:

(a) the driver has made an agreement with the passenger for transportation of the passenger or parcel at the hourly rate provided for in Schedule 1 of Administrative Order 39;

(b) the driver is charging a fare provided for in Schedule 2 or 3, as may be applicable, of Administrative Order 39; or

(c) there is a contract for special rates in effect for the transportation of the passenger or parcel as provided for in Schedule 1 of Administrative Order 39.

35.0 TAXI METER INSPECTION

35.1 The Licensing Authority may at any time inspect any taxi meter that is installed in a taxi or accessible taxi and may apply such tests to the vehicle and meter as may be necessary to ascertain the accuracy of the taxi meter.

35.2 An owner or driver of a taxi or accessible taxi who fails to allow an inspection required by the Licensing Authority or its appointee under section 35.1 or who fails to allow or hinders a test referred to in that section is guilty of an offence.

35.3 Without restricting any charge that may be brought under section 35.1, if an owner or driver of a taxi or accessible taxi has failed to allow an inspection required by the Licensing Authority or its appointee under section 35.1 or has failed to allow or hinders a test referred to in that section, the Licensing Authority must immediately suspend the license of the owner of the vehicle and the driver.

35.4 A license suspended under section 35.3 must remain suspended at least until the Licensing Authority is satisfied with the accuracy of the meter.

36.0 OFFENCE: INACCURATE TAXI METERS

36.1 An owner and driver of a taxi or accessible taxi is guilty of an offence if he or she operates or permits the vehicle to be operated as a taxi or accessible taxi if the taxi meter in the vehicle shows a variation of more than five per cent from the proper fare as set out in Schedule 1 to Administrative Order 39.

**PART 9
ZONES AND TAXI OWNER'S LICENSE LIMITATIONS**

37.0 ZONES

37.1 The Municipality is divided into such taxi zones as may be prescribed by Administrative Order 39.

38.0 TAXIS TO BE LICENSED IN ONLY ONE ZONE

38.1 A vehicle may be licensed as a taxi in only one zone.

38.2 The license sticker issued by the Licensing Authority for a taxi must indicate the zone in which the taxi is licensed.

38.3 A vehicle may only be operated as taxi if a valid license sticker is affixed to the vehicle in the location and manner prescribed by Administrative Order 39, or is affixed in such other location on the vehicle as approved by the Licensing Authority.

39.0 ZONE REGULATIONS FOR TAXI DRIVERS

39.1 A taxi driver may pick up or accept passengers or parcels in the zone in which the taxi is licensed and transport them to any location in that zone.

39.2 A taxi driver may pick up or accept passengers or parcels in any zone and transport them to any location in another zone.

39.3 A taxi driver must not pick up passengers or parcels in a zone in which the taxi is not licensed and carry those passengers or parcels to another location within that same zone unless authorized to do so by Administrative Order 39 or by resolution of the council of the Municipality.

40.0 TAXI OWNER'S LICENSE LIMITATIONS

40.1 The number of taxi owners' licenses for each zone in force at any time in the Municipality must not exceed the number prescribed by Administrative Order 39.

40.2 Except as otherwise provided in this by-law, the Licensing Authority must not issue a new taxi owner's license for a zone unless the number of taxi owners' licenses in force in that zone is below the number prescribed by Administrative Order 39 for that zone.

40.3 Unless otherwise provided for in this By-Law, or unless the Licensing Authority determines that exceptional circumstances exist, a taxi owner's license that is revoked or surrendered, or which ceases to be in force for any reason other than expiration, can not be renewed or reissued if the renewal or reissuance will result in the number of licenses in force in the zone for which the license was issued exceeding the number prescribed for the zone.

40.4 The Licensing Authority must maintain a waiting list of applicants for new taxi owner's licences for each zone in accordance with Administrative Order 39 and the maintenance of the waiting lists and new licenses are to be issued in accordance with Administrative Order 39.

**PART 10
COMMON TAXI STANDS**

41.0 COMMON TAXI STANDS

41.1 The Traffic Authority for the Municipality may establish Common taxi stands designated by appropriate signs as provided for under the *Motor Vehicle Act*.

41.2 A common stand in a zone may only be used by licensed drivers who are operating accessible taxis, taxis licensed for that zone, or taxis authorized to operate in that zone by Administrative Order 39 or by a resolution of the council of the Municipality enacted for the purposes of section 39.3.

41.3 The following rules apply to the use of a common stand by the driver of a taxi or accessible taxi:

(a) a driver whose vehicle is available for hire may take a position with his or her vehicle at any common stand where there is vacant position in accordance with the number of positions established by the Traffic Authority as posted on the common taxi stand sign;

(b) a driver entering a common stand must take his or her position at the rear of the last vehicle in line at the stand;

(c) whenever a vehicle leaves the common stand, all other drivers must move their vehicles ahead;

(d) a driver must move his or her vehicle when necessary to allow the departure from the common stand of any other taxi or accessible taxi; and

(e) a driver parked at a common stand must not:

(i) leave his or her vehicle unattended,

(ii) obstruct the exit of another vehicle whose driver indicates a desire to leave the stand,
or

(iii) interfere with the free selection by any passenger of any vehicle at the stand.

PART 11 HOTELS STANDARDS

42.0 HOTEL STANDARD INSPECTION / DECAL

42.1 The owner of a taxi or accessible taxi may apply to the Licensing Authority for Hotel Standard decals and the Licensing Authority must issue the decals if, upon inspection, the taxi or accessible taxi is found to be in full compliance with the requirements of this by-law.

42.2 Hotel Standard decals expire six months after their date of issue and section 42.1 applies with necessary modifications if the owner of a taxi or accessible taxi wishes to renew the decals.

42.3 The owner of the taxi or accessible taxi must pay the fee required under Administrative Order 15 for each inspection of his or her vehicle in respect of an application for, or renewal of, Hotel Standard Decals.

42.4 The owner of a taxi or accessible taxi in respect of which Hotel Standard decals are issued must affix the decals in a place on the vehicle designated by the Licensing Authority so that they are clearly visible.

42.5 A taxi stand designated as a "Hotel Standard Taxi" stand may only be used by taxis and accessible taxis that has displayed a valid Hotel Standard decal issued pursuant to this by-law and which is operated by a licensed National Standard Certified driver.

PART 12

43.0 NATIONAL STANDARDS CERTIFICATION FOR DRIVERS

43.1 A person who holds a driver's license and who has successfully completed the National Standards Certification Program for Taxicab/Limousine Drivers administered by the Nova Scotia Tourism Human Resource Council may apply to the Licensing Authority to have the National Certification Standard identified on his or her driver's license.

PART 13
REFUSAL, SUSPENSION AND REVOCATION OF LICENSES

44.0 GENERAL

44.1 The Licensing Authority may suspend or revoke the owner's license or driver's license, or both, of any license holder, or refuse any applicant who

- (a) contravenes this by-law;
- (b) is either charged or convicted pursuant to any municipal by-law, or provincial or federal legislation;
- (c) has committed any act or acts that, in the opinion of the Licensing Authority, it is in the public interest that the person not hold either an owner's license or driver's license;
- (d) refuses to respond or cooperate with an investigation conducted by the Licensing Authority.

44.2 The Licensing Authority may refuse to grant a driver's license or may suspend or cancel a driver's license if

- (a) the applicant or license holder has been convicted of an offense against vulnerable persons, a sexual offence, an illegal sale or possession of drugs, a violent offence or a breach of trust;
- (b) the applicant or license holder has failed to immediately notify the Licensing Authority that they have become the subject to a court order, undertaking, charge or conviction;
- (c) the applicant or license holder has a driving record, criminal or provincial offence record or outstanding criminal charges that in the opinion of the Licensing Authority makes him or her unfit to operate a taxi, accessible taxi, or limousine, as the case may be; or
- (d) the applicant or license holder has a criminal record in another country or jurisdiction that is similar in nature to the provisions described in subsection (a).

45.0 FALSE STATEMENTS

45.1 If an applicant or the holder of an owner's license or driver's license makes a false statement in a statutory declaration made pursuant to this by-law, the Licensing Authority may:

- (a) refuse to issue the license that is the subject of the application;
- (b) revoke any owner's licenses and or any driver's licenses held by the applicant; and
- (c) direct that the applicant is ineligible to apply for or to be granted a license under this by-law for a period of up to five (5) years.

46.0 NOT FIT AND PROPER PERSON

46.1 In addition to any other grounds for refusing to grant, suspending or revoking an owner's license or a driver's license, the Licensing Authority may refuse to grant, may suspend, or may revoke an owner's license or a driver's license if, in the opinion of the Licensing Authority, the applicant or license holder, as the case may be, is not a fit and proper person to have the license.

47.0 NOTICE OF SUSPENSIONS, REVOCATIONS

47.1 The Licensing Authority must immediately notify a license holder whose owner's license or driver's license has been suspended or cancelled.

47.2 The notice under section ~~48.1~~ **47.1** may be served on the license holder by registered mail addressed to the license holder's last known address on file with the Licensing Authority, and if sent by registered mail is deemed to have been served on the earlier date of actual receipt by the license holder or five business days from the date of mailing.

47.3 The license holder may within 15 days from the date of the service of the notice, appeal the suspension or revocation to the Appeal Committee.

47.4 If at any time a person who holds a driver's license under this by-law ceases to hold a valid class four or better driver's license issued by the Province of Nova Scotia, the driver's license issued under this by-law is deemed to be suspended and the person must immediately surrender it to the Licensing Authority.

47.5 A person whose driver's license is suspended under section ~~48.4~~ **47.4** may apply for reinstatement when his or her provincial chauffeur's license is renewed or reinstated.

47.6 The Licensing Authority may order a driver to take remedial sensitivity training in relation to the provision of service to disabled persons if as a result of its investigation the Licensing Authority is of the opinion that the driver would benefit from such remedial training.

PART 14 APPEALS

48.0 APPEALS

48.1 A person whose application for the issuance or renewal of an owner's license or driver's license is refused by the Licensing Authority, or a person whose owner's license or driver's license is suspended, revoked or cancelled by the Licensing Authority, may appeal the refusal, suspension, revocation or cancellation to the Appeals Committee, within 15 days from the date of the refusal, suspension or cancellation.

48.2 ~~No appeal may be taken from any decision or action of the Licensing Authority except upon written notice of appeal being served upon the Licensing Authority within 15 days from the decision or action appealed from.~~ **A person whose application is refused or a person whose owner's license or driver's license is suspended, revoked or cancelled by the Licensing Authority may appeal to the Appeals Standing Committee within 15 days after the refusal, suspension or cancellation by submitting their appeal in writing to the Municipal Clerk's Office.**

48.3 The Appeals Committee must hear the Appellant and may

- (a) confirm or vary the decision of the Licensing Authority;
- (b) order that a license be revoked and surrendered; or
- (c) order that a license be granted or reinstated, with or without conditions.

48.4 The Appeals Committee may order that a license be granted or reinstated subject to the appellant passing any tests provided for in this by-law, or proving that he or she meets the qualifications and requirements of this by-law, or subject to any conditions that the appeal committee determines appropriate under the circumstances.

48.5 The Appeals Committee must not make any decision that the Licensing Authority could not have made under this by-law.

PART 15 PROSECUTIONS AND GENERAL OFFENCE

49.0 PROSECUTIONS

49.1 The Licensing Authority or any law enforcement officer of the Municipality may cause to be prosecuted any person who contravenes any law, by-law or administrative order in respect of the ownership or operation of a licensed vehicle.

50.0 GENERAL OFFENCE

~~50.1 Any person who violates or fails to comply with any provision of this by-law is guilty of an offence and on conviction is liable to the penalties prescribed in section 299 of the Motor Vehicle Act. A person who contravenes any section of this By-Law is liable upon summary conviction to a minimum penalty of not less than one hundred dollars (\$100.00) and a maximum penalty of not more than five thousand dollars (\$5000.00), and in default of payment, to imprisonment for a term not exceeding sixty (60) days.~~

**PART 16
TRANSITION**

51.0 TRANSITION

51.1 A license granted under By-Law T-108 before its repeal and that was valid immediately before that repeal is continued under this by-law and expires at the time set out in the license.

51.2 A license granted under By-Law T-108 before its repeal that was suspended or had expired before that repeal may be reinstated in accordance with this by-law and this by-law applies to the reinstatement as if had been in force on the day that the license was suspended or expired.

51.3 An application for a license made under By-Law T-108 is continued as an application for a licence under this by-law and this by-law applies to the application as if it had been in force on the day that the application was made.

51.4 All waiting lists for new owners' licenses that existed under By-law T-108 immediately before its repeal are continued, subject to Administrative Order 39, as waiting lists under this by-law and the names on the list retain the same position on the list as they had before that repeal.

**PART 17
REPEAL**

52.0 BY-LAW T-108 REPEALED

52.1 By-law T-108, the Halifax Regional Municipality Taxi and Limousine By-law, and all amendments to it are repealed.

Done and passed in Council this 23rd day of October, 2012.

Mayor

Municipal Clerk

I, Cathy Mellett, Municipal Clerk of Halifax Regional Municipality, here by certify that the above noted By-law was passed at a meeting of Halifax Regional Council held on October 23, 2012.

Cathy Mellett, Municipal Clerk

**APPENDIX B
(Amending By-law)**

**HALIFAX REGIONAL MUNICIPALITY
BY-LAW NUMBER T-1001**

RESPECTING THE REGULATION OF TAXIS, ACCESSIBLE TAXIS AND LIMOUSINES

BE IT ENACTED by the Council of Halifax Regional Municipality, under the authority of Section 305 of the Motor Vehicle Act, Chapter 293, R.S.N.S. 1989 that By-Law T-1000, Respecting the Regulation of Taxis, Accessible Taxis and Limousines be amended as follows:

1. Subsection 2.1(2) is repealed and the following is substituted:
 - (2) This by-law does not apply to:
 - (a) a vehicle licensed under the Motor Carriers Act or to the owner or operator of the vehicle;
 - (b) a vehicle engaged in a not for profit car pool or free for use shuttle service or the owner or operator of the vehicle;
 - (c) a vehicle transporting for hire passengers or goods brought into the Municipality from outside the limits of the Municipality, or transporting for hire passengers or goods taken on within the limits of the Municipality to be discharged or unloaded outside the limits of the Municipality; and
 - (d) a vehicle while engaged in services which are developed and provided by non-profit organizations through partnerships by coordinating public, private, non-profit, and volunteer resources, and services that receive provincial or municipal financial support to cover a portion of the operating costs of a community-based transportation service.
2. Subsection 9.3(a) is amended by inserting after the wording “in respect of the applicant” “if the applicant does not hold a driver license pursuant to this by-law”, and the wording is amended by replacing the words “each shareholder holding 25% or more of any type or series of shares in the applicant corporation” with “the applicant officer of the corporation.”
3. Subsection 9.3 is amended by
 - (a) striking out the word “and” at the end of clause c;
 - (b) striking out the period at the end of clause d and adding a semi-colon and the word “and” at the end of the clause; and
 - (c) adding clause e after clause d as follows:
 - (e) a NS Vehicle Registration permit listing the title and license plate in the name of the applicant or owner’s license holder, or in the name of the lessor of a leased vehicle, if supported by lease documentation from a commercial lessor showing the applicant or owner’s license holder as the lessee of the vehicle.
4. Clause 9.7(a) is amended by inserting after the wording “automobile insurance policy” the wording “issued in the name of the owner’s license holder,”
5. Clause 9.7(b) is amended by replacing the words “expressly includes” with “provides”.
6. Subsection 9.13 is repealed and the following is substituted:

9.13 (1) The Licensing Authority must not issue or renew an owner’s license unless the applicant and the vehicle to be licensed meets or continues to meet the requirements of this by-law and all applicable laws.

(2) The Licensing Authority may decline to issue or renew any owner's license to any applicant when the Licensing Authority, determines that the issuance or renewal of the license is not in the best interests of furthering the objectives of this by-law, transformation of the vehicle for hire industry into a single owner license held by a licensed driver, service model.

(3) Notwithstanding subsection 9.13(1) or any other provision of this by-law, the Licensing Authority may issue or renew an owner's license, which issuance or renew is not in compliance with any provision of this by-law, when the Licensing Authority, determines that exceptional circumstances warrant such issuance or renewal.

(4) The Licensing Authority may temporarily suspend the issuance or renewal of an owner's license, or of a category of owner's licenses, as determined appropriate by the Licensing Authority to respond to circumstances that may arise.

Subsection 9.15 is repealed and the following subsection substituted:

9.15 Section 9.14(a) does not apply to the renewal of an owner's license first issued before October 23, 2012 unless the owner has become a licensed driver subsequent to that date and does not apply to the renewal of a limousine owner licenses held in a company name on or before October 23, 2012.

7. Clause 9.16(a) is repealed and the following subsection substituted:

9.16 (a) suspend an owner's license issued to an individual during such periods of time as the provincially issued license to the individual to operate a passenger vehicle is suspended or the driver's license held by the individual in accordance with this by-law is suspended, unless the suspension is due to medical reasons for which the license holder provides supporting documentation satisfactory to the Licensing Authority; and

8. Clause 9.16(b) is repealed and the following subsection substituted:

9.16 (b) cancel an owner's license issued to an individual if the provincially issued license to the individual to operate a passenger vehicle is cancelled or the driver's license held by the individual in accordance with this by-law is cancelled, unless the cancellation is due to medical reasons for which the license holder provides supporting documentation satisfactory to the Licensing Authority.

11. Clause 9.19(2) is amended by adding the following wording to the end: ", to a person who was not a shareholder in the corporation on October 23, 2012".

13. Clause 9.20 is repealed and the following subsection substituted:

9.20 A conditional owner's license may not be renewed, but is otherwise subject to the same privileges and requirements as a permanent owner's license unless, and to the extent, the contrary is contained in the attached conditions, or otherwise provided for in this By-Law or Administrative Order 39.

14. Clause 12.4 (a) is amended by replacing the word "owner's" with "driver's".

15. Subsection 14.6 is repealed and the following substituted:

14.6 A conditional driver's license may not be renewed but is otherwise subject to the same privileges and requirements of a permanent driver's license unless, and to the extent, the contrary is contained in the attached conditions, or otherwise provided for in this By-Law or Administrative Order 39.

16. Section 14 is amended with the addition of Subsection 14.9:

14.9 An applicant to obtain or renew a driver's license who is claiming the benefit of sections 28.1(k)(i) or 28.3 due to physical limitation or disability, shall provide an up to date medical report at the time of the application.

17. Section 14 is amended with the addition of Subsection 14.10:

14.10 The Licensing Authority may temporarily suspend the issuance or renewal of a driver's license, or of a category of driver's licenses, as determined appropriate by the Licensing Authority to respond to circumstances that may arise.

18. Subsection 22.1 is amended by deleting the wording "Despite any limitation on the number of licenses that may be issued, a" and "taxi, accessible taxi or limousine, as the case may be as a" and adding the word "A" after the deleted comma and word ", a".

19. Subsection 22.2 is amended by deleting the wording "Despite any limitation on the number of licenses that may be issued," and capitalizing the word "an" after the deletion.

21. Subsection 26.0 and 26.1 are repealed and the following subsections substituted:

26.0 ACCESSIBLE TAXIS: PHYSICALLY CAPABLE DRIVERS & PASSENGER SECUREMENT SYSTEMS

26.1 The holder of an accessible taxi owner's license must ensure that all drivers of the accessible taxi to which the license relates are properly instructed on how to apply and do apply the accessible taxis mobility aid securement systems and occupant restraint systems to all wheelchair passengers in accordance with the manufacturer's specifications, prior to operating the taxi.

26.2 All drivers of accessible taxi vehicles must ensure that all necessary assistance is provided to passengers to facilitate the use of the accessible taxi and that all mobility aid securement systems and occupant restraint systems are applied to all wheelchair passengers in accordance with the manufacturer's specifications, prior to operating the taxi.

22. Clause 28.1(b) is amended by deleting the wording "except the passenger".

23. Clause 28.1(k) is amended by inserting after the wording "disabled passenger" the wording "or a service animal".

24. Clause 28.1(l) is repealed and the following substituted:

28.1 (l) a driver must not smoke, including e-cigarettes, in the vehicle nor permit passengers to smoke, including e-cigarettes, in the vehicle; and

25. Section 28.1 is amended with the addition of Subsection (m):

28.1 (m) a driver must abide by the the Taxicab Passenger/Operator Code of Ethics as set out in Schedule 6 of Administrative Order #39 and ensure that the Code of Ethics is available in the vehicle for passengers.

26. Subsection 28.3 is amended by replacing the wording "28.1(f)" with "28.1(e)".

27. Subsection 31.2 is repealed.

29. Subsection 47.2 is amended by replacing the word "48.1" with "47.1".

30. Subsection 47.5 is amended by replacing the word "48.4" with "47.4".

31. Subsection 48.2 is repealed and the following substituted:

48.2 A person whose application is refused or a person whose owner's license or driver's license is suspended, revoked or cancelled by the Licensing Authority may appeal to the Appeals Standing Committee within 15 days after the refusal, suspension or cancellation by submitting their appeal in writing to the Municipal Clerk's Office.

32. Subsection 50.1 is repealed and the following substituted:

50.1 A person who contravenes any section of this By-Law is liable upon summary conviction to a minimum penalty of not less than one hundred dollars (\$100.00) and a maximum penalty of not more than five thousand dollars (\$5000.00), and in default of payment, to imprisonment for a term not exceeding sixty (60) days.

Done and passed on this day of , 2015.

Mayor

Municipal Clerk

I, Cathy Mellett, Municipal Clerk for the Halifax Regional Municipality, hereby certify that the above-noted by-law was passed at a meeting of the Halifax Regional Council held on , 2015.

Cathy Mellett, Municipal Clerk

APPENDIX C
(Showing Proposed Changes)

HALIFAX REGIONAL MUNICIPALITY
ADMINISTRATIVE ORDER NUMBER THIRTY-NINE
RESPECTING TAXI AND LIMOUSINE REGULATION

BE IT RESOLVED as a policy of the Council of the Halifax Regional Municipality pursuant to Section 305 of the *Motor Vehicle Act* as follows:

1.0 SHORT TITLE

1.1 This Administrative Order may be cited as Administrative Order Number Thirty-Nine, the Taxi and Limousine Regulation Administrative Order.

2.0 REGULAR FARES

2.1 (a) Vehicles for hire licensed to operate by the Halifax Stanfield International Airport shall while operating under those licenses charge the fare rates established by the Halifax Stanfield International Airport.

(b) Subject to Subsection 2.1 (a) of this Administrative Order, the fares that shall be charged for vehicles for hire within Halifax Regional Municipal shall be as set out in Schedule 1 to this Administrative Order.

2.0A TAXICAB PASSENGER/OPERATOR CODE OF ETHICS

2.1A A driver while operating a licensed vehicle for hire must abide by the Taxicab Passenger/Operator Code of Ethics as set out in Schedule 6 to this Administrative Order.

3.0 SPECIAL AIRPORT AND PORT FARES

3.1 Subject to Subsection 2.1(a), and notwithstanding Subsection 2.1(b) of this Administrative Order, a taxi driver;

(a) transporting cruise ship passengers from the cruise ship compound at the Halifax Port Corporation property to the destinations outlined in Schedule 2 to this Administrative Order may charge the fares set forth in that Schedule; and

(b) transporting passengers to or from the Halifax International Airport to and from the destinations outlined in Schedule 3 to this Administrative Order may charge the fares set forth in that Schedule.

3.0A ANNUAL RATE REVIEW

3.1A HRM shall review the rates set out in Schedules 1, 2, and 3 to this Administrative Order at least once every calendar year and shall consider the percentage change from the previous year in the Nova Scotia Consumer Price Index ("percentage change") as found in the Statistics Canada Consumer Price Index, by Province (Nova Scotia) Annual January Report, as follows:

(a) If the percentage change over the previous calendar year is less than 2.5%, no further consideration shall be given to a rate review. However, the percentage change for that year will be carried forward to the following year and added to the percentage change for that year, and subsequent years, until the total of the percentage change is 2.5% or greater.

(b) If the percentage change over the previous calendar year, or cumulative calendar years as set out in (a), is 2.5% or greater, a report shall be prepared for consideration by Regional Council on whether to increase the rates set out in Schedules 1, 2, and 3 to this Administrative Order. The report shall include some or all of the following:

(i) input from industry stakeholders;

(ii) Statistics Canada Consumer Price Index, by Province (Nova Scotia) Annual January Report information;

- (iii) a survey of other Canadian municipalities;
- (iv) an independent review from the Greater Halifax Partnership; and
- (v) any other information that, in the opinion of the Municipality, may assist Council in its consideration.

(c) Once Regional Council has considered a rate increase in accordance with (b), the percentage change as cumulated in (a) shall reset, whether or not Regional Council has voted to increase the rates set out in Schedules 1, 2, and 3 to this Administrative Order.

(d) Nothing in this section shall prevent Regional Council at any time, by resolution, from considering whether to modify the rates set out in Schedules 1, 2, or 3 to this Administrative Order outside of the annual review.

4.0 TAXI ROOF LIGHT, VEHICLE MARKING REQUIREMENTS & DESIGN

4.1 No vehicle may be operated as a taxi or accessible taxi unless it is equipped with a taxi roof light affixed on the top of the vehicle that;

- (a) meets the design requirements set out in Schedule 4;
- (b) is affixed on the top of the vehicle as near as possible to the centre of the roof, and positioned so the front of the roof light is facing the front of the vehicle and is clearly visible from all sides of the vehicle;
- (c) is equipped with one or more number 1156 clear bulbs, or with a fluorescent bulb or LED light that emits an equivalent amount of light as a 1156; and
- (d) bears the business name under which the vehicle is being operated in the location and manner set out in Schedule 4 for the zone for which the taxi owner's license has been issued.

4.2 The bulb or light required by subsection 4.1(c) must be mounted in the interior of the sign and;

- (a) must be illuminated when the vehicle is being operated as a taxi or accessible taxi for hire but is not responding to a call or carrying passengers or parcels; or
- (b) must be turned off when the taxi is responding to a call or is transporting passengers or parcels.

4.3 ~~Despite section 4.1 an accessible taxi may be operated without a roof light affixed on the top of the taxi vehicle, if it has markings on both sides of the vehicle showing the business name under which it is being operated and the taxi license number; and~~ **An accessible taxi;**

(a) is required to have displayed and maintained on all four sides of the vehicle, the international accessibility symbol measuring 100 X 100 mm (4 X 4 in);



(b) is fitted with a roof light sign in compliance with the Accessible Taxi design of Schedule 4 to this Administrative Order.

4.4 A high sided vehicles such as a van, crossover vehicle or sport utility vehicle may in addition to a roof sign, display markings on both sides of the vehicle showing the business name under which it is being operated and the taxi license number.

4.5 A limousine shall not have a roof light sign nor outside markings (other than the business name under which the vehicle is being operated and contact information for that business).

5.0 VEHICLE REQUIREMENTS

5.1 All taxis, limousines and accessible taxis must comply with the standards set out in Schedule 5.

6.0 ZONES

6.1 The Municipality is divided into the following three zones for the licensing of taxis:

(a) the County Zone, being the area of the Halifax Regional Municipality that is not within either the Dartmouth zone or the Halifax zone.

(b) the Dartmouth Zone, being the geographical area of the former City of Dartmouth.

(c) the Halifax Zone, being the geographical area of the former City of Halifax and the areas also known as Harrietsfield, Sambro, Ketch Harbour and Portuguese Cove.

7.0 LIMITS ON NUMBER OF TAXI OWNER LICENSES

7.1 The number of taxi owner licenses, inclusive of conditional owner licenses, for each zone in force at any time in the Municipality is;

(a) in the Halifax Zone, 610 licenses;

(b) in the Dartmouth Zone, 200 licenses; and

(c) in the County Zone, 190 licenses.

8.0 APPLICANT FOR A NEW TAXI OWNER LICENSE

8.1 The applicant for a taxi owner's license must be the holder, in good standing, of a taxi driver's license issued by the Municipality.

8.2 An applicant who receives an offer of a taxi owner's license must complete all of the requirements for licensing a vehicle as a taxi under By-Law T-1000 within 30 days of the date of the offer.

8.3 If an applicant for a taxi owner's license who holds a taxi owner's license in any zone in the Municipality in his or her name or in the name of a corporation in which the applicant is a shareholder receives an offer of a new owner license, the applicant must surrender the current license within 30 days of the date of the offer.

8.4 A permanent owner's license may be issued only to an applicant who has successfully completed the National Standards Certification for Taxicab/Limousine Drivers.

8.5 If an applicant, at the time of being offered a taxi owner's license, has not successfully completed the National Standards Certification for Taxicab/Limousine Drivers, the applicant may only be issued a conditional taxi owners license.

8.6 A conditional taxi owner's license expires on the first anniversary of its date of issue unless, before its expiry, the holder of the conditional license successfully completes the National Standards Certification for Taxicab/Limousine Drivers and converts to a permanent owner's license.

8.7 A conditional owner's license is not renewable.

8.8 Sections 8.1 – 8.6 apply only to the issuance of a taxi owner's license to an applicant from the waiting list and not to taxi owner's license renewals.

9.0 WAITING LIST

9.1 The waiting lists for taxi owners licenses, if any, of applicants prepared for each zone under sections 77, 78 and 78A of By-law Number T-108 of the Municipality, as those sections read immediately before the repeal of By-law Number T-108, are continued in force.

9.2 If there are no names on a waiting list for a zone, the list must be closed but the Licensing Authority must re-open it or establish a new list whenever the number of applications for taxi owner licenses for the zone exceeds the number of licenses available in the zone.

9.3 If the Licensing Authority receives an application for a taxi owner's license for a zone that cannot be issued because the prescribed number of licenses for that zone have already been issued, the Licensing Authority shall add the applicant's name to the end of the current waiting list, in order of the date and time of receipt of the application and must process the names in order of seniority as they appear on the list as the number of licenses in the zone to which the application relates drops below the prescribed number of licenses for that zone.

9.4 Whenever a new taxi owner license can be issued because the number of licenses in force in a zone has fallen below the number prescribed for the zone, the applicants on the waiting list shall be offered the first opportunity to obtain a license in order of their seniority on the list, and the Licensing Authority shall notify the applicant forthwith by registered mail addressed to the mailing address of the driver maintained by the Licensing Authority that the applicant is being offered a license.

9.5 An applicant's name must be removed from the waiting list.

- (a) Upon the issuance of an owner's license to the applicant; or
- (b) if the applicant fails to license a vehicle as a taxi within 30 days of the delivery of the notice of an offer of an owner's license.

9.6 The procedure set out in sections 9.4 and 9.5, must be repeated until the numbers of owners licenses, including conditional owner's licenses, in force in a zone, is equal to the number of licenses prescribed for the zone or until no names remain on the waiting list, whichever occurs first.

9.7 The name of an applicant must be removed from a waiting list on the conclusion of any applicable appeal process if the applicant's driver's license is cancelled, revoked or otherwise lapses.

9.8 Nothing in section 9.5, 9.6 or 9.7 prevents a person who holds a driver's license from re-applying for a taxi owner's license and having his or her name added at the end of the waiting list, if any, for the zone to which the application relates.

10.0 Zone Exceptions

10.1 Pursuant to section 39.3 of By-law T-1000, a taxi driver may pick up and drop off passengers or parcels within a zone for which the taxi is not licensed when:

- (a) the place of commencement and final destination of the passenger's journey in the taxi are in compliance with By-Law T-1000;
- (b) at anytime in the five-hour period between 12:00 midnight on a Thursday and 5:00 a.m. on Friday;
- (c) at anytime in the five-hour period between 12:00 midnight on a Friday and 5:00 a.m. on Saturday;
- (d) at anytime in the five-hour period between 12:00 midnight on a Saturday and 5:00 a.m. on Sunday;
- (e) any Sunday night in the five hour period between 12:00 midnight and Monday 5:00 a.m. of a long weekend created by a statutory or declared local holiday in effect on the Monday; and

(f) at such other times, dates and places as are permitted by resolution of the council of the Municipality.

Done and passed in Council this 23rd day of October, 2012.

Mayor

Municipal Clerk

I, Cathy Mellett, Municipal Clerk of Halifax Regional Municipality, here by certify that the above-noted Administrative Order was passed at a meeting of Halifax Regional Council held on October 23, 2012.

Cathy Mellett, Municipal Clerk

Schedule 1

TAXI AND ACCESSIBLE TAXI RATE SCHEDULE

THREE DOLLARS AND TWENTY CENTS initial charge, up to 0 metres.

THIRTEEN CENTS each 76.7 metres.

TWENTY-SIX DOLLARS AND EIGHTY CENTS per hour waiting time

SEVENTY CENTS each additional passenger

HOURLY DRIVING RATE OF THIRTY-TWO DOLLARS AND FORTY CENTS PER HOUR by arrangement between driver and passenger, without meter.

~~**EIGHTY CENTS BRIDGE TOLL** – In addition to the regular taxi fare, a \$0.80 fee will be added to fares when a paying trip involves a bridge crossing for the carriage of passengers or parcels. Repeal.~~

BRIDGE TOLL – In addition to the regular taxi fare, the Bridge Commission's cash toll rate of the day will be added to fares when a paying trip involves a bridge crossing for the carriage of passengers or parcels.

TEN CENTS - for each article, piece of luggage, parcel or bag of groceries handled or placed in the trunk by driver.

CHILDREN under ten shall be carried FREE when accompanied by an adult;

SPECIAL RATES by contract are permissible when such rates are provided for by contract between the taxi owner or taxi driver and the customer. When customer contact to obtain taxi service is initiated either by telephone, electronic transmission, the customer is entitled to the fare by meter rate, unless a special rate is agreed upon prior to the taxi departing for the customer pickup. When customer contact is initiated in person, the customer is entitled to the fare by meter rate unless a special rate is agreed upon prior to commencement of trip.

PROOF OF PAYMENT OR PARTIAL PAYMENT IN ADVANCE maybe requested by a taxi driver or owner, prior to transporting the passenger or passengers.

LIMOUSINE HOURLY RATE

SHALL BE WHAT EQUATES TO A MINIMUM HOURLY RATE OF **SIXTY FOUR DOLLARS AND EIGHTY FIVE CENTS**.

(Rates Include HST)

Administration Order #39

Schedule 2

**CRUISE SHIP PASSENGER TAXI AND ACCESSIBLE TAXI RATE PER VEHICLE
(Rates Include HST)**

THE PER VEHICLE RATE FOR TRANSPORTING CRUISE SHIP PASSENGERS FROM THE HALIFAX PORT CORPORATION PROPERTY SHALL BE WHAT EQUATES TO AN HOURLY RATE OF **\$50.75**

**TAXI AND ACCESSIBLE TAXI RATES TO AND FROM AIRPORT
(Rates Include HST)**

Note: If passengers are proceeding to more than one destination, drivers will not charge more than the approved rate for the first destination and the metered rate from the restarted meter for each of the succeeding destinations.

Note: If a destination is located where two zones are divided (by roads), the fare is the lesser of the two.

| Destination | Details | Rate | Zone |
|-------------------|--|---------|------|
| Halifax | Peninsula commencing beyond Kearney Lake Rd off Bedford Hwy to Hwy 102 including Bayers Lake and St Margaret's Bay Rd to Rotary | \$59.75 | 14 |
| | South of the Armdale Rotary including up to corner of North West Arm Dr and Old Sambro Rd to and including William Lake Rd | \$67.65 | 16 |
| | South of William Lake from corner of Spry Av off Herring Cove Rd to corner of North West Arm Dr and Old Sambro Rd and including Leiblin Park and Thornhill | \$73.30 | 17 |
| | Ragged Lake | \$67.65 | 16 |
| Dartmouth | From Hwy 118 exit 13 including Burnside, Shannon Park, Portland & Pleasant, west of Prince Albert Rd, Banook Lake and Main St. | \$56.40 | 11 |
| Dartmouth (con't) | From Main St including up to Ross Rd and connecting to Cole Harbour Rd, West of Bissett Rd including Colby Village to Atholea Dr off Caldwell Rd | \$62.00 | 15 |
| | East of Portland & Pleasant up along Prince Albert Rd and Main St up to and including Belmont Av off Pleasant St | \$62.00 | |
| | Beyond Atholea Dr off Caldwell Rd | \$67.65 | 18 |
| | Montague Rd including Cherry Brook up to Lake Major Rd, including to Main St and Neilson Dr | \$56.40 | 11 |
| Bedford | From Lakeview, including Dartmouth Rd to Meadowbrook Dr off Bedford Hwy | \$42.85 | 8 |
| Bedford | From Meadowbrook Dr off of Bedford Hwy to and including Kearney Lake Rd to Hwy 102 | \$50.75 | 10 |
| Sackville | Up to corner of Beaver Bank Rd and Sackville Dr including Lucasville Rd until Hwy overpass and including Lakeview Rd crossing Cobequid Rd | \$42.85 | 8 |
| | Ashburn Golf Club to Terry Rd off Windgate Dr including Windsor Junction Rd until it meets with Cobequid Rd | \$37.20 | 6 |

| | | | |
|-------------------------------|--|-----------------|----------------------|
| | Corner of Beaver Bank Rd and Sackville Dr to Lucasville Rd until Hwy overpass and #1459 Sackville Dr. (old Sackville Club) | \$54.10 | 5 |
| | Beyond #1459 Sackville Dr. up to Lewis Lake | \$59.75 | 3 |
| Airport & Aerotech | Airport Property, Hotels and nearby surrounding area | \$20.30 | Property Trip |
| Beaver Bank | Including Sindha Dr and West of Terry Rd off Windgate Dr to corner of Beaver Bank Rd and Sackville Dr | \$54.10 | 5 |
| | South of Pinehaven Rd including Kinsac Rd | \$59.75 | 3 |
| Beaver Bank (con't) | From Kinsac Rd up to Beaver Bank Villa | \$65.40 | 1 |
| Bayside | | \$101.75 | |
| Beechville | Including Lakeside Industrial Park to corner of St Margaret's Bay Rd and Prospect Rd | \$67.65 | 16 |
| Black Point | | \$104.85 | |
| Boutilliers Point | | \$91.35 | |
| Brookside | | \$83.45 | |
| Chezzetcook | East | \$104.85 | |
| | Head | \$104.85 | |
| | West | \$101.50 | |
| Cow Bay | Cow Bay Rd, corner of Bissett Rd to including corner of Dyke Rd near Dogwood Dr | \$73.30 | 19 |
| Dover | East | \$110.50 | |
| | West | \$116.15 | |
| Dutch Settlement | | \$41.70 | |
| Eastern Passage | Including Cow Bay Rd up to corner of Dyke Rd near Dogwood Dr | \$67.65 | 18 |
| Elderbank | | \$65.40 | |
| Enfield | | \$25.95 | |
| Exhibition Park | Corner of St Margaret's Bay Rd and Prospect Rd including Mills Dr off Prospect Rd | \$67.65 | 16 |
| Fall River | South of the corner of Lake Thomas and Holland Rd including Wilson Dr off Waverly Rd over to connection of Fall River Rd to Windsor Junction Rd | \$32.70 | 4 |
| | Inn on the Lake to Wilsons Gas at the lights | \$32.70 | 4 |

| | | | |
|-------------------------------|---|-----------------|-----------|
| Five Islands Lake | | \$86.80 | |
| French Village | | \$90.20 | |
| Goffs | | \$20.30 | |
| Glen Haven | | \$86.80 | |
| Glen Margaret | | \$96.95 | |
| Grand Lake | | \$33.80 | |
| Hackett's Cove | | \$102.60 | |
| Hammonds Plains | Hammonds Plains Rd and Kearney Lake Rd from Hwy 102 up to and including Pin Hi Golf Club (just beyond Lucasville Rd) | \$56.35 | 7 |
| | Pockwock Road to End | \$67.65 | |
| | Pockwock Road to Highway 103 | \$67.65 | |
| Harrietsfield | | \$80.05 | |
| Hatchett Lake | | \$80.05 | |
| Head of St. Margaret's | | \$84.75 | |
| Herring Cove | | \$86.80 | |
| Hubbards | | \$109.35 | |
| Hubley | | \$86.80 | |
| Indian Harbour | | \$111.65 | |
| Ingramport | | \$90.20 | |
| Jeddore | East | \$135.75 | |
| | Head | \$129.60 | |
| | West | \$134.20 | |
| Ketch Harbour | | \$91.35 | |
| Kingswood | | \$56.40 | 7 |
| Lakeside | West of Raines Mill Rd off St Margaret's Bay Rd | \$73.30 | 13 |
| Lakeview | | \$42.85 | |
| Lake Charlotte | | \$134.20 | |
| Lake Echo | | \$76.65 | |
| Lake Fletcher | | \$34.95 | |
| Lawrencetown | Beyond Ross Rd up to but not including Lyle | \$67.65 | 12 |


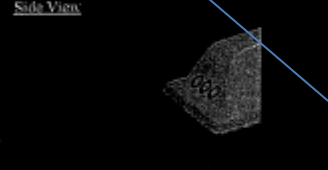
| | | | |
|------------------------|---|-----------------|-----------|
| | Dr and from Bissett Rd including Rainbow Heaven to Corner of Cow Bay Rd | | |
| | West | \$76.65 | |
| | Beach | \$84.50 | |
| Lucasville | Commencing from Hwy 101 overpass on Lucasville Rd | \$56.40 | 7 |
| Meaghers Grant | | \$76.65 | |
| Mineville | | \$75.55 | |
| Musquodoboit | Harbour | \$112.75 | |
| | Middle | \$92.45 | |
| | Upper | \$118.40 | |
| Oakfield | | \$29.15 | |
| Oldham | | \$24.80 | |
| Peggy's Cove | | \$119.50 | |
| Porters Lake | | \$89.10 | |
| Portuguese Cove | | \$91.35 | |
| Preston | North and East Preston including Lake Major Rd to east of Lower Partridge River Rd including Mineville Rd from Hwy 107 exit 18 | \$67.65 | 12 |
| Prospect | | \$96.95 | |
| Purcells Cove | | \$77.80 | |
| Queensland | | \$109.35 | |
| Sambro | | \$93.60 | |
| Seabright | | \$90.20 | |
| Shad Bay | | \$82.30 | |
| Sheet Harbour | | \$227.75 | |
| Ship Harbour | | \$177.05 | |
| Tantallon | | \$80.05 | |
| | Upper | \$74.40 | |
| Terence Bay | | \$103.75 | |
| Timberlea | East of Cranberry Ln off St Margaret's Bay Rd | \$73.30 | 13 |

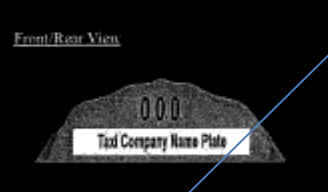

| | | | |
|-------------------------|--|----------------|----------|
| Waverley | Beyond Wilson Dr to corner of Windsor Junction Rd and Cobequid Rd including east of Rocky Lake Drive | \$37.20 | 6 |
| Waverley | East of the corner of Waverley Rd and Rocky Lake Rd to Mount Portobello | \$42.85 | 9 |
| Wellington | Corner of Lake Thomas Dr and Holland Rd up to Laurie Park | \$36.10 | 2 |
| Whites Lake | | \$89.10 | |
| Windsor Junction | Ashburn Golf Club to Terry Rd off Windgate Dr including Windsor Junction Rd until it meets with Cobequid Rd | \$37.20 | 6 |

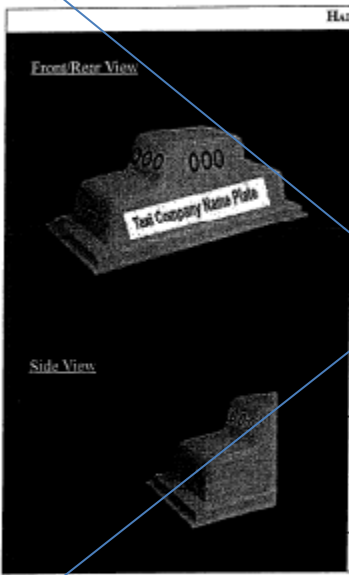
Administrative Order #39

Schedule 4, Taxi Roof Light, Vehicle Markings Requirement & Design



Schedule 1 - Taxi Roof Light Specifications


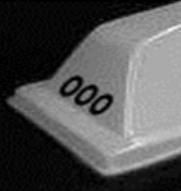
| DARTMOUTH ZONE | |
|--|--|
|  <p>Front/Rear View</p> | <p>Roof Light</p> <p>Size - 568mm long Colour - Yellow Placement - Secured to centre of roof of cab with suction cups or magnets</p> |
| | <p>Cab Number</p> <p>Text - Cab Number Font - Arial Letter Size - front/rear - 51mm - sides - 42mm Letter Color - Blue Placement - Front, Rear, Both Sides of Roof Light</p> |
|  <p>Side View</p> | <p>Taxi Company Name Plate</p> <p>Plate Size - 456mm x 64mm Plate Color - Yellow Text - Company Name Font - Arial Letter Size - 47 mm high Letter Color - Red Placement - Front, Rear of Roof Light</p> |
| | <p>Illustration</p> <p>Number 1156 clear bulb or fluorescent bulb emitting an equivalent light</p> |

| COUNTY ZONE | |
|---|---|
|  <p>Front/Rear View</p> | <p>Roof Light</p> <p>Size - 568mm long Colour - White Placement - Secured to centre of roof of cab with suction cups or magnets</p> |
| | <p>Cab Number</p> <p>Text - Cab Number Font - Arial Letter Size - front/rear - 51mm - sides - 42mm Letter Color - Blue Placement - Front, Rear, Both Sides of Roof Light</p> |
|  <p>Side View</p> | <p>Taxi Company Name Plate</p> <p>Plate Size - 456mm x 64mm Plate Color - White Text - Company Name Font - Arial Letter Size - 47 mm high Letter Color - Green Placement - Front, Rear of Roof Light</p> |
| | <p>Illustration</p> <p>Number 1156 clear bulb or fluorescent bulb emitting an equivalent light</p> |

| HALIFAX ZONE | | |
|---|-------------------------|--|
|  <p>Front/Rear View</p> <p>Side View</p> | Roof Light | Size - 425mm long Colour - White Placement - Secured to centre of roof of cab with suction cups or magnets |
| | Cab Number | Text - Cab Number Font - Arial Letter Size - front/rear - 31mm - sides - 21mm Letter Color - Blue Placement - Front, Rear, BOTH Sides of ROOF LIGHT - top |
| | Taxi Company Name Plate | Plate Size - 456mm x 64mm Plate Color - White Text - Company Name Font - Arial Letter Size - 47 mm high Letter Color - Red Placement - Front, Rear of Roof Light |
| | Eave | Text - HFX Font - Arial Letter Size - 50mm Letter Color - Blue Placement - Both Sides of Roof Light - Bottom |
| | Illustration | Number 1156 clear bulb or fluorescent bulb emitting an equivalent light |

Schedule 4 - Taxi Roof Light Specifications

| Dartmouth Zone | |
|---|--|
| <p><u>Front/Rear View</u></p>  <p><u>Side View</u></p>  | <p>Roof Light</p> <p>Size - 568mm long Colour - Yellow Placement - Located in the centre, secured to the top of the cab</p> |
| | <p>Cab Number</p> <p>Text - Cab Number Font - Arial Letter Size - front/rear - 51mm - sides - 42mm Letter Color - Blue Placement - Front, Rear, Both Sides of Roof Light</p> |
| | <p>Taxi Company Name Plate</p> <p>Plate Size - 456mm x 64mm Plate Color - Yellow Text - Company Name Font - Arial Letter Size - 47 mm high Letter Color - Red Placement - Front, Rear of Roof Light</p> |
| | <p>Illumination</p> <p>Number 1156 clear bulb or fluorescent bulb emitting an equivalent light</p> |

| County Zone | |
|---|---|
| <p><u>Front/Rear View</u></p>  <p><u>Side View</u></p>  | <p>Roof Light</p> <p>Size - 568mm long Colour - White Placement - Located in the centre, secured to the top of the cab</p> |
| | <p>Cab Number</p> <p>Text - Cab Number Font - Arial Letter Size - front/rear - 51mm - sides - 42mm Letter Color - Blue Placement - Front, Rear, Both Sides of Roof Light</p> |
| | <p>Taxi Company Name Plate</p> <p>Plate Size - 456mm x 64mm Plate Color - White Text - Company Name Font - Arial Letter Size - 47 mm high Letter Color - Green Placement - Front, Rear of Roof Light</p> |
| | <p>Illumination</p> <p>Number 1156 clear bulb or fluorescent bulb emitting an equivalent light</p> |

Halifax Zone

Front/Rear View



Side View



| | |
|--------------------------------|---|
| Roof Light | <p>Size - 425mm long</p> <p>Colour - White</p> <p>Placement – located in the centre and secured on the top of the vehicle.</p> |
| Cab Number | <p>Text - Cab Number</p> <p>Font - Arial</p> <p>Letter Size - front/rear - 51mm - sides - 42mm</p> <p>Letter Color - Blue</p> <p>Placement - Front, Rear, Both Sides of Roof Light - top</p> |
| Taxi Company Name Plate | <p>Plate Size - 456mm x 64mm</p> <p>Plate Color - White</p> <p>Text - Company Name</p> <p>Font - Arial</p> <p>Letter Size - 47 mm high</p> <p>Letter Color - Red</p> <p>Placement - Front, Rear of Roof Light</p> |
| Side | <p>Text - HFX</p> <p>Font - Arial</p> <p>Letter Size - 50mm</p> <p>Letter Color - Blue</p> <p>Placement – Both Sides of Roof Light - Bottom</p> |
| Illumination | <p>Number 1156 clear bulb or fluorescent bulb emitting an equivalent light</p> |

Accessible Taxi



| | |
|--------------------------------|--|
| Roof Light | Size - 425mm long Colour - White Placement - Located in the centre, secured to the top of the cab |
| Cab Number | Text - Cab Number Font - Arial Letter Size - front/rear - 51mm - sides - 42mm Letter Color - Blue Placement - Front, Rear, Both Sides of Roof Light - top |
| Taxi Company Name Plate | Plate Size - 456mm x 64mm Plate Color - White Text - Company Name Font - Arial Letter Size - 47 mm high Letter Color - Red Placement - Front, Rear of Roof Light |
| | |
| Illumination | Number 1156 clear bulb or fluorescent bulb emitting An equivalent light |

Administrative Order #39

Schedule 5

VEHICLE REQUIREMENTS

1. A taxi, accessible taxi or limousine must be maintained to the following requirements:
 - (a) be equipped with an engine of at least four cylinders;
 - (b) pass inspection by an authorized official of the Licensing Authority;
 - (c) bear a valid, non-rejected, Province of Nova Scotia motor vehicle safety sticker and matching certificate, which is not more than 12 months old;
 - (d) be insured in the amounts and with the coverage required by By-law T-1000;
 - (e) have a height from the top of the floor to the underneath side of the roof of at least 45 inches (114.3 cm);
 - (f) have a width from the inside of one door post to the inside of the door post on the opposite side of at least 54 inches (137.1 cm);
 - (g) have a length from the dashboard, excluding extremities, to the front of the back seat of at least 63 inches (160.0 cm);
 - (h) have first class repairs with no visible body fillers, rust, primer paint, accidental damage or similar defects and the interior passenger and trunk area must be maintained in a clean and orderly condition;
 - (i) have a wheelbase measurement of at least 105 inches (266.7 cm);
 - (j) have a maximum seating capacity of eight passengers excluding the driver; and
 - (k) have matching wheel covers or designer rims on all 4 wheels, winter rims are permitted between October 15th to April 30th, must be kept clean and rust free.
2.
 - (1) A taxi must have a minimum of four passenger doors (excluding any rear hatches) and may be a sedan, station wagon, sport utility vehicle (SUV), cross over vehicle or mini-van.
 - (2) Despite section 1, a smaller fuel efficient vehicle, may be used as a taxi, **or accessible taxi (if D409 compliant)** if
 - (a) the performance standard for the vehicle fuel consumption is 7.8 litres of fuel per 100 kilometres or less
 - (b) the vehicle meets the requirements of paragraphs (1) (b) (c) (d) (h) and (j);
 - (c) the vehicle has a width from the inside of one door post to the inside of the door post on the opposite side of at least 51 inches (129.5 cm); and
 - (d) the vehicle has a wheelbase measurement from the centre of the front wheel to the centre of the rear wheel of at least 101 inches (256.5 cm).
3. ~~An accessible taxi must provide ease of entry to or egress from the vehicle in a safe and dignified manner by means of an on-board lift or ramp, and conforms with all sections of Canadian Standard Association D409-02: Motor Vehicles for the Transportation of Persons with Physical Disabilities;~~ **An accessible taxi must provide ease of entry to or egress from the vehicle in a safe and dignified manner by means of an on-board lift or ramp, and conforms with all**

sections of Canadian Standard Association D409-02: Motor Vehicles for the Transportation of Persons with Physical Disabilities, and is required to

- (a) have displayed and maintained on all four sides of the vehicle, the international accessibility symbol measuring 100 X 100 mm (4 X 4 in);**



- (b) have on board a fully stocked NS First Aid Kit #3;**

- (c) have on board a seat belt cutter; and**

- (d) have on board one current (2 – 2.5 kg) dry chemical fire extinguisher.**

4. (1) A limousines must be a full sized luxury class sedan or full sized luxury class sport utility vehicle (SUV) vehicle and must have;
- (a) a minimum of four passenger doors (excluding any rear hatches);
 - (b) standard seating capacity for at least four passengers and a maximum seating capacity of eight passengers excluding the driver;
 - (c) a leather or other superior quality upholstered interior; and
 - (d) a minimum of four of the following features:
 - (i) glass partition separating the front and rear seats;
 - (ii) top quality interior appointments, being either leather or other plush upholstery;
 - (iii) power windows;
 - (iv) one-way tinted glass;
 - (v) television;
 - (vi) stereo system;
 - (vii) cellular telephone;
 - (viii) air conditioning;
4. (2) Only vehicles of the following makes may be used as limousines:
- (i) Cadillac;
 - (ii) Lincoln;
 - (iii) Rolls Royce;
 - (iv) Jaguar;
 - (v) Mercedes-Benz;
 - (vi) Bentley;
 - (vii) Royal Princess.
4. (3) Despite section 4(2), a vehicle that the Licensing Authority determines to be of

comparable limousine quality and interior to vehicles of the makes listed in that subsection may be used as a limousine.

5. (1) A vehicle entering into the industry shall not be accepted for registration as a licensed vehicle under an owner's license, if the difference between the calendar year of manufacture of the vehicle as shown on the provincially issued motor vehicle registration and the calendar year in which the vehicle is presented for registration under the owner's license exceeds seven (7) years.

(2) A vehicle which has an "Ignition Alcohol Interlock Device" installed cannot be issued a vehicle for hire license or remain licensed as a vehicle for hire.

Schedule 6

Taxicab Passenger / Operator Code of Ethics

1. As a taxicab passenger, you have the right to:
 - A professional operator who is courteous and knowledgeable and who practices good hygiene.
 - Be transported by the most direct route unless you request a different route.
 - Expect all reasonable assistance in entering or exiting the vehicle when requested.
 - Expect all reasonable assistance in loading or unloading items in or out the vehicle when requested.
 - Expect service animals to be transported.
 - Expect no other person(s) to be in the vehicle while you are being transported unless your consent is given.
 - Expect a receipt upon request which indicates the fare paid, date & time, company name and roof light number.
 - Expect that there be no smoking at any time in the vehicle.
 - A taxicab in good mechanical and physical condition.
 - A taxicab that has a clean passenger and trunk compartment and vehicle exterior.
 - A taxicab which is clearly identifiable and has the municipal licence clearly displayed.
 - A taxicab with a meter which charges an accurate fare for the distance and time travelled according to regulations.

Note: The by-law stipulates there are two options for charging fares;

- A fare may be negotiated between the operator and passenger prior to departure;
- The passenger may request the meter be used to calculate the fare;
- Trip to or from the Airport trips may also use the flat rates as outlined in schedule 3.

2. Your taxicab operator has the right to expect a passenger or passengers to:
 - Behave in a civil manner.
 - Refrain from smoking, drinking or eating food inside the taxicab.
 - Not leave the interior of the vehicle in an unsanitary or unusable condition.
 - Not distract or otherwise prevent the operator from focussing on driving the taxicab.
 - Clearly disclose their destination prior to departure.
 - Confirm a method of payment upon request.
 - Make prompt payment of the posted fare.
 - Provide a deposit, up to the estimated amount of the fare, in advance, if requested.
3. Service may be refused or interrupted in the following circumstances:
 - Passenger refuses to show proof of payment or partial payment in advance as requested.
 - Passenger request would constitute the driver breaking the law or violating the HRM taxi, limousine regulations.

- **Passenger appears to be in need of emergency medical assistance.**
- **Passenger refuses to disclose a specific final destination or the person's conduct is such it causes and operator to be fearful for his or her safety.**

Done and passed in Council the _____ day of _____ 2015.

Mayor

Municipal Clerk

I, Cathy Mellett, Municipal Clerk of the Halifax Regional Municipality, hereby certify that the above noted Motion was passed at a meeting of the Halifax Regional Council held on , 2015.

Cathy Mellett, Municipal Clerk

APPENDIX D
(Amending Administrative Order)

**HALIFAX REGIONAL MUNICIPALITY
ADMINISTRATIVE ORDER NUMBER THIRTY NINE
RESPECTING TAXI AND LIMOUSINE REGULATION**

BE IT RESOLVED by the Council of Halifax Regional Municipality, under the authority of Section 305 of the Motor Vehicle Act, Chapter 293, R.S.N.S. 1989, that Administrative Order Number 39, Respecting Taxi and Limousine Regulation be amended as follows:

1. Section 2.0A is added:

2.0A TAXICAB PASSENGER/OPERATOR CODE OF ETHICS

2.1A A driver while operating a licensed vehicle for hire must abide by the Taxicab Passenger/Operator Code of Ethics as set out in Schedule 6 to this Administrative Order.

2. Subsection 4.3 is repealed and the following substituted:

4.3 An accessible taxi;

(a) is required to have displayed and maintained on all four sides of the vehicle, the international accessibility symbol measuring 100 X 100 mm (4 X 4 in);



(b) is fitted with a roof light sign in compliance with the Accessible Taxi design of Schedule 4 to this Administrative Order.

3. Section 4 is amended by the addition of Subsection 4.5:

4.5 A limousine shall not have a roof light sign nor outside markings (other than the business name under which the vehicle is being operated and contact information for that business).



4. Schedule "1" "Eighty Cents Bridge Toll" is repealed and the following substituted;

BRIDGE TOLL – In addition to the regular taxi fare, the Bridge Commission's cash toll rate of the day will be added to fares when a paying trip involves a bridge crossing for the carriage of passengers or parcels.



5. Schedule "4" is repealed and the following substituted

Schedule 4

Dartmouth Zone

| | | |
|---|---------------------------------------|--|
| <p><u>Front/Rear View</u></p>  <p><u>Side View</u></p>  | <p>Roof Light</p> | <p>Size - 568mm long</p> <p>Colour - Yellow</p> <p>Placement – Located in the centre, secured to the top of the cab</p> |
| | <p>Cab Number</p> | <p>Text - Cab Number</p> <p>Font - Arial</p> <p>Letter Size - front/rear - 51mm - sides - 42mm</p> <p>Letter Color - Blue</p> <p>Placement - Front, Rear, Both Sides of Roof Light</p> |
| | <p>Taxi Company Name Plate</p> | <p>Plate Size - 456mm x 64mm</p> <p>Plate Color - Yellow</p> <p>Text - Company Name</p> <p>Font - Arial</p> <p>Letter Size - 47 mm high</p> <p>Letter Color - Red</p> <p>Placement - Front, Rear of Roof Light</p> |
| | <p>Illumination</p> | <p>Number 1156 clear bulb or fluorescent bulb emitting an equivalent light</p> |

County Zone

| | | |
|---|---------------------------------------|---|
| <p><u>Front/Rear View</u></p>  <p><u>Side View</u></p>  | <p>Roof Light</p> | <p>Size - 568mm long</p> <p>Colour - White</p> <p>Placement - Located in the centre, secured to the top of the cab</p> |
| | <p>Cab Number</p> | <p>Text - Cab Number</p> <p>Font - Arial</p> <p>Letter Size - front/rear - 51mm - sides - 42mm</p> <p>Letter Color - Blue</p> <p>Placement - Front, Rear, Both Sides of Roof Light</p> |
| | <p>Taxi Company Name Plate</p> | <p>Plate Size - 456mm x 64mm</p> <p>Plate Color - White</p> <p>Text - Company Name</p> <p>Font - Arial</p> <p>Letter Size - 47 mm high</p> <p>Letter Color - Green</p> <p>Placement - Front, Rear of Roof Light</p> |
| | <p>Illumination</p> | <p>Number 1156 clear bulb or fluorescent bulb emitting an equivalent light</p> |

Accessible Taxi

Front/Rear View



Roof Light

Size - 425mm long
 Colour - White
 Placement - Located in the centre, secured to the top of the cab

Cab Number

Text - Cab Number
 Font - Arial
 Letter Size - front/rear - 51mm
 - sides - 42mm
 Letter Color - Blue
 Placement - Front, Rear, Both Sides of Roof Light -top

Taxi Company Name Plate

Plate Size - 456mm x 64mm
 Plate Color - White
 Text - Company Name
 Font - Arial
 Letter Size - 47 mm high
 Letter Color - Red
 Placement - Front, Rear of Roof Light

Illumination

Number 1156 clear bulb or fluorescent bulb emitting an equivalent light

Halifax Zone

Front/Rear View



Side View



| | |
|--------------------------------|---|
| Roof Light | <p>Size - 425mm long</p> <p>Colour - White</p> <p>Placement – located in the centre and secured on the top of the vehicle.</p> |
| Cab Number | <p>Text - Cab Number</p> <p>Font - Arial</p> <p>Letter Size - front/rear - 51mm - sides - 42mm</p> <p>Letter Color - Blue</p> <p>Placement - Front, Rear, Both Sides of Roof Light top</p> |
| Taxi Company Name Plate | <p>Plate Size - 456mm x 64mm</p> <p>Plate Color - White</p> <p>Text - Company Name</p> <p>Font - Arial</p> <p>Letter Size - 47 mm high</p> <p>Letter Color - Red</p> <p>Placement - Front, Rear of Roof Light</p> |
| Side | <p>Text - HFX</p> <p>Font - Arial</p> <p>Letter Size - 50mm</p> <p>Letter Color - Blue</p> <p>Placement – Both Sides of Roof Light - Bottom</p> |
| Illumination | <p>Number 1156 clear bulb or fluorescent bulb emitting an equivalent light</p> |

5. Schedule "5", clause 2(2) is amended by inserting after the word "taxi" the wording ",or accessible taxi (if D409 compliant)".

7. Schedule "5", section 3 is repealed and the following substituted;

3. An accessible taxi must provide ease of entry to or egress from the vehicle in a safe and dignified manner by means of an on-board lift or ramp, and conforms with all sections of Canadian Standard Association D409-02: Motor Vehicles for the Transportation of Persons with Physical Disabilities, and is required to

(a) have displayed and maintained on all four sides of the vehicle, the international accessibility symbol measuring 100 X 100 mm (4 X 4 in);



(b) have on board a fully stocked NS First Aid Kit #3;

(c) have on board a seat belt cutter; and

(d) have on board one current (2 – 2.5 kg) dry chemical fire extinguisher.

8. Schedule "5", is amended by the addition of clause 5. (1) and clause 5. (2);

5. (1) A vehicle entering into the industry shall not be accepted for registration as a licensed vehicle under an owner's license, if the difference between the calendar year of manufacture of the vehicle as shown on the provincially issued motor vehicle registration and the calendar year in which the vehicle is presented for registration under the owner's license exceeds seven (7) years.

(2) A vehicle which has an "Ignition Alcohol Interlock Device" installed cannot be issued a vehicle for hire license or remain licensed as a vehicle for hire.

9. Schedule 6 is added as follows:

Schedule 6

TAXICAB PASSENGER / OPERATOR CODE OF ETHICS

1. As a taxicab passenger, you have the right to:

- A professional operator who is courteous and knowledgeable and who practices good hygiene.
- Be transported by the most direct route unless you request a different route.
- Expect all reasonable assistance in entering or exiting the vehicle when requested.
- Expect all reasonable assistance in loading or unloading items in or out the vehicle when requested.
- Expect service animals to be transported.
- Expect no other person(s) to be in the vehicle while you are being transported unless your consent is given.
- Expect a receipt upon request which indicates the fare paid, date & time, company name and roof light number.
- Expect that there be no smoking at any time in the vehicle.
- A taxicab in good mechanical and physical condition.
- A taxicab that has a clean passenger and trunk compartment and vehicle exterior.
- A taxicab which is clearly identifiable and has the municipal licence clearly displayed.
- A taxicab with a meter which charges an accurate fare for the distance and time travelled according to regulations.

Note: The by-law stipulates there are two options for charging fares;

- **A fare may be negotiated between the operator and passenger prior to departure;**

- **The passenger may request the meter be used to calculate the fare;**
- **Trip to or from the Airport trips may also use the flat rates as outlined in schedule 3.**

2. Your taxicab operator has the right to expect a passenger or passengers to:

- Behave in a civil manner.
- Refrain from smoking, drinking or eating food inside the taxicab.
- Not leave the interior of the vehicle in an unsanitary or unusable condition.
- Not distract or otherwise prevent the operator from focussing on driving the taxicab.
- Clearly disclose their destination prior to departure.
- Confirm a method of payment upon request.
- Make prompt payment of the posted fare.
- Provide a deposit, up to the estimated amount of the fare, in advance, if requested.

4. Service may be refused or interrupted in the following circumstances:

- Passenger refuses to show proof of payment or partial payment in advance as requested.
- Passenger request would constitute the driver breaking the law or violating the HRM taxi, limousine regulations.
- Passenger appears to be in need of emergency medical assistance.
- Passenger refuses to disclose a specific final destination or the person's conduct is such it causes and operator to be fearful for his or her safety.

Done and passed in Council the _____ day of _____ 2015.

Mayor

Municipal Clerk

I, Cathy Mellett, Municipal Clerk of the Halifax Regional Municipality, hereby certify that the above noted Motion was passed at a meeting of the Halifax Regional Council held on , 2015.

Cathy Mellett, Municipal Clerk

APPENDIX E

HALIFAX

Taxi and Limousine Consultations Regarding Proposed Changes to By-Law T-1001 and Administrative Order #39

Report

August 5th, 2015

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1. INTRODUCTION AND BACKGROUND

INTRODUCTION

The consultation process which was the central focus of this engagement originates with a Recommendation Report to the Transportation Standing Committee (TSC) of Council which proposed amendments to Sections 7.0, 8.0 and 9.0 of By-Law T-1001 and Administrative Order #39. The central recommendation within these proposed amendments was that new conventional taxi owner licenses should no longer be issued when a conventional taxi owner license is returned to the municipality. The acknowledged result of approval of the recommendation would be that the current limit of 1,000 conventional taxi owner licenses would be allowed to decline over time.

These proposed changes are being considered during a period when the Provincial Government is focused on changing public attitudes towards accessibility and works towards introduction of accessibility legislation that will promote inclusion and acceptance. Based on recommendations in a recent report to the Government, there is some expectation that the legislation will require all forms of public transportation to be accessible. These proposed changes are also completely consistent with the Mayor's Conversation on a Healthy and Livable community which strives to make Halifax "a leader in building an inclusive and accessible community where everyone can participate fully in life, including persons with disabilities ...", as articulated in Council's Priority Outcomes for the current fiscal year.

These proposed changes also stem from concerns expressed by taxi and limousine business stakeholders that issuance of unrestricted numbers of licenses for accessible taxis combined with no change in the limit on the number of conventional owner licenses was creating an increase in competition that would could continue to grow. As a result, a request was put forward to allow the conventional taxi license limitation numbers to be reduced.

It is important to note here that under current Provincial legislation, the Municipality has no authority to limit the number of licenses issued for accessible taxis. Therefore, the request to facilitate a reduction in the number of conventional owner licenses represents a request for the Municipality to act on a specific issue within its regulatory purview.

Therefore, the proposed amendments are limited to addressing issues relating to the issuance of conventional taxi owner licenses, and include the following specific provisions:

- Section 7 – Repeal ‘Limits on Number of Taxi Owner License’
 - That is – Eliminate prescribed numbers of licenses to be issued for each zone, though existing zone licenses continue unaffected
- Section 8 – Repeal ‘Applicant for a New Taxi Owner License’
 - That is – Eliminate the process of applying for a new taxi owner license, as process unnecessary if no new licenses to be issued
- Section 9 – Repeal ‘Waiting List’
 - That is – Eliminate the waiting list for new owner licenses, as list unnecessary if no new licenses to be issued.

These proposed changes met with some concerns from interests within the taxi and limousine business; and, on September 10, 2014, the TSC requested staff to seek input from the Taxi and Limousine Liaison Group (TLLG) and other key stakeholders to develop recommendations regarding how best to proceed with the proposed amendments.

The specific objective of this engagement was therefore to conduct a consultation process with key stakeholders within the taxi business as well as with taxi service consumers and the wider public to identify specific provisions to be contained within Sections 7.0, 8.0 and 9.0 that could be recommended to Council as being at least broadly acceptable to the taxi business, consumers and other stakeholders.

BACKGROUND

As described in the Recommendation Report to the TSC, the anticipated implications of proposed amendments can be summarised as follows:

- The proposed amendments would make no changes to existing conventional taxi owner licenses, and thus there would be no impact on existing owner license holders;
- Current procedures for surrender / termination of conventional owner licenses would continue without change;
- The number of conventional owner licenses would be expected to decline gradually over time, as no new conventional licenses would be issued following approval of the amendment;
- The proposed amendments would impose no changes in any relationships that may currently exist between owner licensees and drivers; and,

- The proposed amendments include no changes to the process for issuing licenses for 'accessible taxis'. However, as such licenses would be the only type of owner taxi license issued by the Municipality subsequent to approval of the proposed amendments, the proportion of the active taxi fleet comprised of 'accessible taxis' would be expected to increase gradually over time.

Licenses

The Municipality currently limits conventional taxi owner licenses to a total of 1,000 licenses, allocated into the following three zones;

- Halifax zone = 610 licenses;
- Dartmouth zone = 200 licenses; and,
- County zone = 190 licenses.

Since 2005, the Municipality has issued 59 accessible taxi owner licenses. Twelve of these have since been returned and 47 remain active.

Conventional taxi owner licenses are only re-issued when a license has been either returned to the Municipality or revoked.

Accessible taxi owner license are issued upon demand, and Regional Council currently has no legal authority to limit the number of such licenses issued.

Waiting List

A licensed taxi driver who wishes to obtain a conventional taxi owner licenses must submit an application to be placed on the waiting list for such licenses in the zone(s) desired. When a license is available for a particular zone, drivers on that zone waiting list will be offered a license in order of seniority on the list. It is possible that a driver's name may appear on the waiting lists for all three zones.

Currently, the waiting lists for each zone include the following numbers of drivers:

- Halifax = 493;
- Dartmouth = 275; and,
- County = 169.

2. METHODOLOGY

OVERVIEW

As described in the terms of engagement for this assignment, the project was undertaken in three stages which can be summarised as follows:

- ***Stage One – Background Review and Research Design***

This first stage consisted primarily of discussions with staff and review of pertinent background materials related to current and recent efforts to amend By-Law T-1001 and Administrative Order (AO) #39, including: briefing materials, studies or other information that may have been compiled for the Transportation Standing Committee or for Council; other studies or research prepared for or by staff; submissions received from industry stakeholders and others; notes and / or minutes from consultation meetings held with industry groups; and any other material deemed by staff to be relevant to this project.

In addition, three meetings were held with the Taxi and Limousine Liaison Group (TLLG) to discuss and review issues to be addressed through the consultations that were the central focus of the project. Through this process the research design for the project along with the facilitation / discussion guides for the town hall consultation and survey questionnaire were developed and refined based on input from TLLG members. As well, TLLG members, along with staff and other selected stakeholders, provided further support by completing test responses to the online survey and providing quality assurance feedback to the project team.

- ***Stage Two – Stakeholder Consultations***

There were two primary consultation processes used during the second stage of the project –

- A ‘town hall’ consultation session was convened to which taxi business participants, other identified stakeholders and the public were invited through direct e-mail invitation from HRM staff, through postings to the Municipality’s web site, and through other ‘broadcast’ announcements. The session was held at the Halifax Forum Civic Centre and attended by approximately 300 people who were asked to provide comments and input specifically related to the proposed By-Law changes. Simultaneous American Sign Language was provided and the session was recorded to enable the consulting team to review session content for clarification as needed for reporting purposes.

- An online survey was launched on April 13th, 2015 and remained active and available for submissions until May 1st, 2015. Completed responses were received from 429 respondents of the 488 who initiated responses.
- **Stage Three – Analysis of Findings / Development of Recommendations**
Following completion of the consultation process the consulting team analysed the data collected through the survey and town hall consultation. The findings were summarised into this report.

DISCUSSION GUIDE / SURVEY QUESTIONS

Through the first stage discussions with staff and members of the TLLG a consensus was developed with regard to the issues to be explored during the town hall consultation and online survey processes. These issues are summarised below:

On discontinuing issuance of new taxi owner licenses ...

- Slow, gradual reduction in number of active owner licenses can be expected over time as an outcome from this proposed change –
 - What would potential impacts be on industry?
 - What would potential impacts be on customers?
 - Would these impacts be positive or negative? How?
- Process / regulations relating to issuing new licenses for accessible taxis will be unaffected by proposed changes –
 - There has been no significant increase in the rate of new accessible taxi license applications in recent years – would a change in that trend be expected to result from these changes?
 - Why? Why not?
 - What would be implications of any such change that might occur?

On discontinuing applications process and eliminating waiting list for new taxi owner licenses ...

- If no new taxi owner licenses to be issued, the applications process and waiting list would seem to become redundant, but ...
 - What implications, if any, do stakeholders see as potentially resulting from this proposed change?
 - Why might these implications occur?

- What is likelihood that elimination of waiting list could stimulate more drivers to acquire accessible taxis and obtain licenses for these?
 - What would be the specific impact of the by-law changes that would motivate such action?
- Why and how would by-law amendment change situation from what is currently in place with regard to accessible taxis?
- What is potential that proposed changes could make it more difficult for industry to attract drivers? Why?

What other issues / implications for the taxi and limousine industry and its customers and stakeholders need to be considered during this consultation process?

- What other, specific concerns need to be addressed in our report to Council?

Readers are asked to note that the complete online survey questionnaire and responses to each question are included in the appendices.

3. FINDINGS

OVERVIEW

As explained above, two primary consultation processes were used during the project – a ‘town hall’ consultation session and an online survey. The issues explored through each process were intentionally similar and it is evident from input received through responses to open-ended questions that many of the comments submitted online mirrored views expressed during the town hall consultation. Comments made during the town hall session which relate to specific issues / questions have been integrated into the discussion of findings related to each question and have been identified as having been obtained through the town hall session as appropriate.

With regard to the online survey, completed responses were received from 390 respondents of the 488 who initiated responses. Distribution of responses among the key stakeholder groups who were invited to participate in the survey and consultation processes was as follows:

Figure 1: Distribution of Survey Respondents by Stakeholder Segment (#)

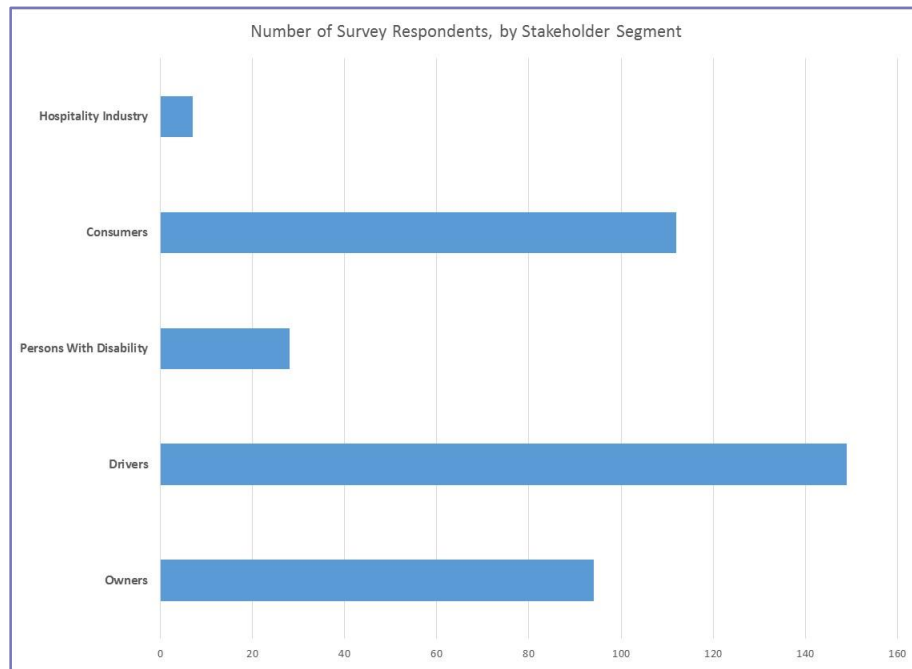
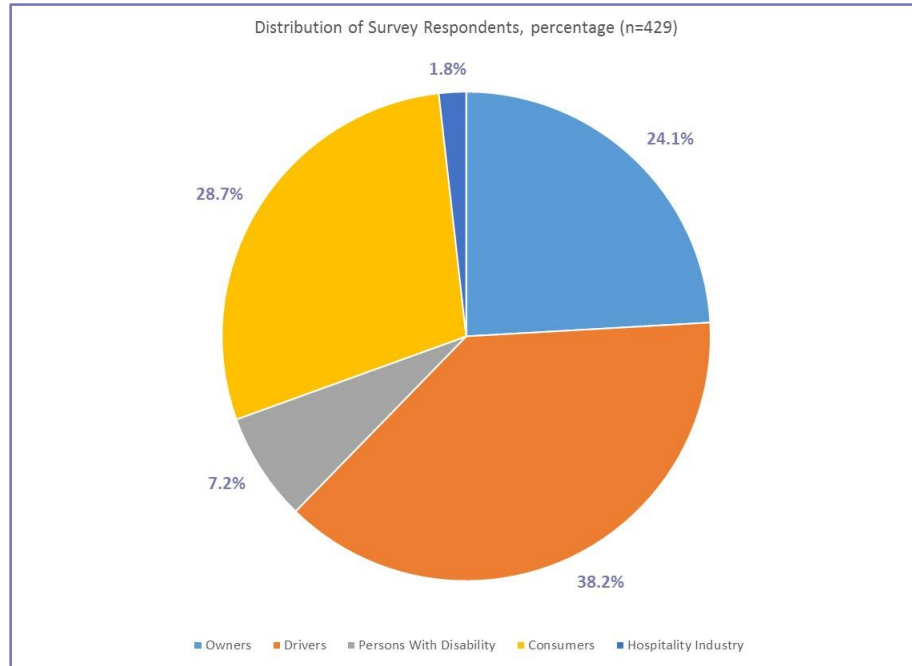


Figure 2: Distribution of Survey Respondents by Stakeholder Segment (%)



Readers are asked to note that of the 390 completed responses 16.9%, (n=66), originate with three individual IP addresses and that 21.2%, (n=83), of the completed responses originate with seven individual IP addresses.

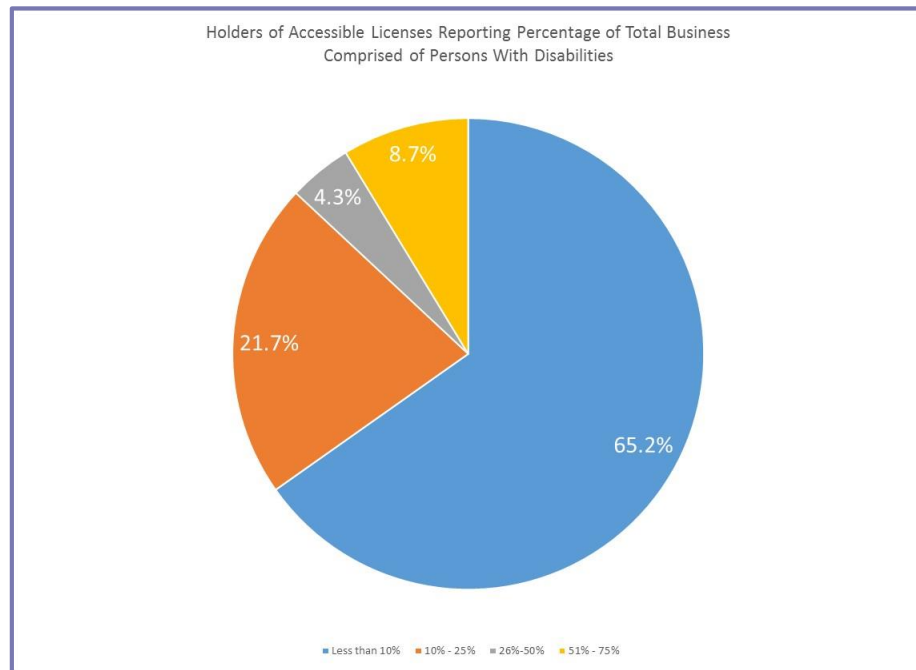
Within the survey questionnaire, respondents were asked to self-identify with regard to the stakeholder description each respondent viewed as best describing their position with respect to the taxi business in Halifax. The responses to this first question are illustrated in the charts above and determined the subsequent questions to be answered by each respondent.

Owners

Slightly fewer than one quarter of the total respondents (n = 94) self-identified as owners. Of these respondents, slightly more than 80 per cent (n = 86) report owning conventional licenses while 12.2 per cent (n = 13) report owning accessible licenses. For both types of licenses, a very small number of respondents report owning more than one license, (conventional – 4; accessible – 1).

The holders of accessible licenses were also asked to provide an estimate of approximately what portion of their total business was comprised of customers who were persons with a disability.

Figure 3: Portion of Business Represented by Persons with Disabilities



Relative to the distribution of conventional licenses across the Municipality, Halifax zone owners are slightly overrepresented in the survey responses, (73.4% respondents versus 61.0% of licenses). Owners of Dartmouth zone licenses constituted 17.0 per cent of respondents and owners of County zone licenses constituted 10.6 per cent of respondents.

More than 80 per cent (n = 74 of 92 responding) of the owner respondents also report they drive their taxis and never rent to others; and more than 90 per cent report they drive more than 20 days per month, as shown in the following table.

Table 1: Reported Days Driving per month - Owners

| Response | Count |
|--------------------|--------------|
| Fewer than 10 days | 3 3.2% |
| 10 – 20 days | 4 4.3% |
| More than 20 days | 86 92.5% |
| Totals | 93 100.0% |

In responses to questions about the days of the week and months of the year in which the respondents' taxis were in use, there was no discernible pattern to indicate a significant reduction in fleet availability on particular days of the week or at particular periods during the year.

Licensed Drivers

As shown previously, licensed drivers constituted the single largest cohort of respondents with 149 (38.2%) self-identifying as drivers. A very large majority of these respondents drive as a full-time occupation with more than 85 per cent indicating they drive more than 20 days per month and more than 40 hours per week.

Table 2: Reported Days Driving per month – Licensed Drivers

| Response | Count |
|--------------------|--------------|
| Fewer than 10 days | 7 4.7% |
| 10 – 20 days | 12 8.1% |
| More than 20 days | 130 87.2% |
| Totals | 149 100.0% |

Table 3: Reported Hours Driving per week – Licensed Drivers

| Response | Count |
|----------------------|--------------|
| Fewer than 20 hours | 5 3.4% |
| 20 hours to 39 hours | 17 11.4% |
| 40 hours to 59 hours | 64 43.0% |
| More than 60 hours | 63 42.3% |
| Totals | 149 100.0% |

Similar to the responses from owners, drivers’ responses to questions about the days of the week and months of the year when they were actively driving, there was no discernible pattern to indicate a significant reduction in fleet availability on particular days of the week or at particular periods during the year.

Drivers were also asked to self-identify with respect to whether they had placed their names on a waiting list for a conventional owner’s license. As shown in Table 4 below, almost nine of ten (84.6%) of licensed driver respondents indicated they had placed their names on at least one waiting list.

Table 4: Frequency of Waiting List -- Drivers

| Response | Count |
|-----------------|--------------|
| No | 23 15.4% |
| Yes | 126 84.6% |
| Totals | 149 |

As well, almost half these respondents (41.3%) have placed their names on waiting lists for more than one licensing zone, as illustrated by the number of responses shown in Table 5 below.

Table 5: Waiting List Zone Distribution -- Drivers

| Response (n=126) | Count |
|---------------------------------------|--------------|
| Halifax | 114 90.5% |
| Dartmouth | 41 32.5% |
| County | 23 18.3% |
| Totals (Multiple responses permitted) | 178 |

Consumers

Respondents identifying as consumers and users of taxi services account for almost one third of all respondents, (28.7%, n=112). As shown in Table 6 below, these respondents report weekly usage patterns that result in greatest demand for taxis on Fridays and Saturdays, and least demand on Sunday.

Table 6: Weekly Taxi Demand Patterns - Consumers

| Response | Count |
|-----------------|--------------|
| Monday | 45 41.3% |
| Tuesday | 42 38.5% |
| Wednesday | 51 46.8% |
| Thursday | 48 44.0% |
| Friday | 77 70.6% |
| Saturday | 68 62.4% |
| Sunday | 33 30.3% |
| Totals | 109 |

Table 7: Monthly Taxi Demand Patterns - Consumers

| Response | Count |
|---------------------------|--------------|
| Fewer than 5 uses / month | 43 38.4% |
| 5 - 10 uses / month | 33 29.5% |
| 11 – 20 uses / month | 25 22.3% |
| 21 – 40 uses / month | 11 9.8% |
| | 112 100.0% |

Almost two thirds of these respondents (64.5%, n=71) report consistent patterns of taxi use throughout the year. Of those reporting that “there are times when I need to use taxis more frequently”, inclement weather and work scheduling and related issues are cited most frequently, each representing about one third of the response provided.

Persons with a Disability (or Attendant)

Persons with a disability or an attendant to a person with a disability represented 7.2 per cent (n=28) of all survey respondents. Seventy-five per cent of these respondents were individuals with a disability, while 25 per cent identified as an attendant or support resource for a person with a disability.

As illustrated in Table 8 below, these respondents report taxi usage patterns through the week which differ quite noticeably from demand patterns reported by other consumers, with higher demand through the week.

Table 8: Weekly Taxi Demand Patterns – Persons with a Disability / Attendant

| Response | Count |
|-----------------|--------------|
| Monday | 11 42.3% |
| Tuesday | 10 38.5% |
| Wednesday | 17 65.4% |
| Thursday | 13 50.0% |
| Friday | 19 73.1% |
| Saturday | 13 50.0% |
| Sunday | 6 23.1% |
| Totals | 26 |

As might be predicted, respondents with a disability, (or their attendants), report monthly usage patterns that illustrate a higher level of dependency on availability of taxi services than do other consumers, with more than 10 per cent reporting taxi use on a more or less daily basis.

Table 9: Monthly Taxi Demand Patterns – Persons with a Disability / Attendant

| Response | Count |
|---------------------------|--------------|
| Fewer than 5 uses / month | 8 28.6% |
| 5 - 10 uses / month | 8 28.6% |
| 11 - 20 uses / month | 9 32.1% |
| 21 - 40 uses / month | 1 3.6% |
| More than 40 uses / month | 2 7.1% |
| Totals | 28 100.0% |

Slightly fewer than half the respondents answering the specific question (44.4%, n=112) report consistent patterns of taxi use throughout the year. Of those reporting that “there are times when I need to use taxis more frequently”, inclement weather and work scheduling and related issues are often cited as with consumer respondents. However, difficulties experienced reserving Access-A-Bus or other similar services represent about a third of the reasons cited for increased usage of taxis.

Respondents with a disability also report significant reliance on availability of a reliable taxi service as an important transportation resource, with more than two thirds of respondents (72.0%) reporting that availability of such service is somewhat or extremely important, as described in Table 10 below.

Table 10: Importance of Reliable Taxi Service – Persons with a Disability / Attendant

| Response | Count |
|--|--------------|
| Extremely important, taxis are the primary means of transportation for me (or the person I support) | 7 28.0% |
| Reasonably important, as I (or the person to whom I provide support) need a taxi several times a week | 11 44.0% |
| Somewhat important, as taxis are the only convenient transportation to several places I (or the person I support) travel regularly | 5 20.0% |
| Not very important, as I (or the person I support) hardly ever use taxi services | 2 8.0% |
| Totals | 25 100.0% |

Respondents with a disability were also asked about their level of comfort with different types of vehicles currently used in the taxi business in Halifax. As reported by owners and drivers, in both open-ended responses to the questionnaire and during the town hall consultation, there are some taxi users with disabilities who express preference for conventional sedans compared to mini-van or SUV or accessible taxis. However, as Table 11 below shows, this preference is by no means uniform.

Table 11: Reported Comfort with Vehicle Type – Persons with a Disability / Attendant

| Type of Vehicle | Very uncomfortable and difficult for entry | Somewhat uncomfortable | Neither comfortable or uncomfortable | Somewhat comfortable | Very comfortable | |
|--------------------------------------|--|------------------------|--------------------------------------|----------------------|------------------|-----------|
| Conventional, full size sedan | 3 12.5% | 0 0.0% | 4 16.7% | 3 12.5% | 14 58.3% | Total: 24 |
| Smaller sedan | 3 13.0% | 4 17.4% | 5 21.7% | 5 21.7% | 6 26.1% | Total: 23 |
| Minivan, SUV or other higher vehicle | 11 45.8% | 4 16.7% | 3 12.5% | 2 8.3% | 4 16.7% | Total: 24 |
| Accessible taxi | 10 41.7% | 1 4.2% | 3 12.5% | 2 8.3% | 8 33.3% | Total: 24 |

Hospitality Industry

The number of hospitality industry stakeholders responding to the survey was relatively small (1.8%, n=7). However, notwithstanding the small number of respondents, it is clear that such stakeholders represent an important source of business for taxis as almost three quarters (71.4%) of these respondents report calling cabs for customers more than 40 times per month, as shown in Table 12 below.

Table 12: Frequency of Calling Taxis for Customers – Hospitality Industry

| Response | Count |
|------------------------|---------|
| Fewer than 5 | 1 14.3% |
| 21 – 40 | 1 14.3% |
| More than 40 | 5 71.4% |
| <i>Total: 7 100.0%</i> | |

About half these respondents (42.9%) report consistent patterns of demand throughout the year, while slightly more than half (57.1%) report differing patterns of usage throughout the year, depending on weather and numbers of customers present.

ADEQUACY OF HALIFAX TAXI FLEET

All respondents were asked whether the number of licensed taxis in Halifax Regional Municipality adequate to meet the needs of the market? The question was posed slightly differently for consumers, persons with a disability and hospitality industry respondents to reflect their perspective as service users.

Table 13: Perceived Adequacy of Number of Taxi Licenses – Consumers, Persons with a Disability, and Hospitality Industry

| | Consumers | | Persons With Disability | | Hospitality Industry | |
|--|------------|---------------|-------------------------|---------------|----------------------|---------------|
| | # | % | # | % | # | % |
| There seem to be lots of taxis, I (or the person I support) never have to wait more than a couple of minutes | 38 | 34.5% | 8 | 33.3% | 3 | 42.9% |
| There seem to be enough, I (or the person I support) sometimes have to wait a while, but I always get a taxi when I call for one | 43 | 39.1% | 11 | 45.8% | 3 | 42.9% |
| There aren't enough taxis, the wait is often very long and sometimes the taxi never shows up | 29 | 26.4% | 5 | 20.8% | 1 | 14.3% |
| Totals | 110 | 100.0% | 24 | 100.0% | 7 | 100.0% |

Among respondents who are users of taxi services, there seems to be a relatively strong sentiment that generally there are enough taxis serving the market. Among the respondents who suggested the number of licensed taxis was inadequate, the concerns reflected difficulties getting taxis in more remote areas of the municipality, (eg. St. Margaret's Bay), increased demand for taxis during inclement weather, and apparent shortages of available taxis on major holidays such as Christmas and New Year's Day.

Owners and drivers were asked this question in a slightly different manner, to reflect their participation in the business. Specifically, the question posed to owner and driver respondents was whether "the current limit of 1,000 conventional owner's licenses in Halifax" was too many, about right, or too few. The responses are summarised in Table 14 below.

Table 14: Perceived Adequacy of Number of Taxi Licenses – Taxi Owners and Licensed Drivers

| | Owners | | Drivers | |
|---|--------|--------|---------|--------|
| | # | % | # | % |
| Too many, there should be fewer licenses | 37 | 40.7% | 33 | 22.4% |
| About right, the market seems to be served well | 49 | 53.8% | 97 | 66.0% |
| Too few, there need to be more licenses issued | 5 | 5.5% | 17 | 11.6% |
| Totals | 91 | 100.0% | 147 | 100.0% |

A majority of both the owners, (53.8%), and of the drivers, (66.0%), perceive the number of licenses to be about right and that the market seems well served.

However, a significant minority of owners, (40.7%), believe there should be fewer licenses issued.

Very small percentages of owners and drivers, (5.5% and 11.6% respectively), perceive a need for increased numbers of licenses.

When the responses from licensed drivers on a waiting list for an owner’s license are compared to responses from drivers not on such a waiting list, the responses remain very similar to the responses for all drivers combined, as shown in Table 15 below.

Table 15: Perceived Adequacy of Number of Taxi Licenses – Licensed Drivers – Waiting List and Not on Waiting List

| | Drivers Not On Waiting List | | Drivers on Waiting List | |
|---|-----------------------------|--------|-------------------------|--------|
| | # | % | # | % |
| Too many, there should be fewer licenses | 10 | 41.6% | 24 | 19.4% |
| About right, the market seems to be served well | 14 | 58.3% | 83 | 66.9% |
| Too few, there need to be more licenses issued | 0 | 0.0% | 17 | 13.7% |
| Totals | 24 | 100.0% | 124 | 100.0% |

PERCEIVED IMPACTS OF PROPOSED BY-LAW CHANGES

As explained at the beginning of this report, the specific objective of this engagement was to conduct a consultation process with key stakeholders within the taxi business as well as with taxi service consumers and the wider public to identify specific provisions to be contained within the proposed changes Sections 7.0, 8.0 and 9.0 of the by-law that could be recommended to Council as being at least broadly acceptable to both taxi business, consumers and other stakeholders. Therefore, all respondents were asked a series of questions about their perceptions of likely impacts of proposed amendments, if implemented. The questions were formulated slightly differently for users of taxi services – consumers, persons with a disability, and hospitality industry stakeholders -- than for the providers of taxi services – owner and drivers.

Table 16: Perceptions of Likely Impacts on Taxi Business if Amendments Implemented – Taxi Service Users

| | Consumers | | Persons With Disability | | Hospitality Industry | |
|--|-----------|--------|-------------------------|--------|----------------------|--------|
| | # | % | # | % | # | % |
| Positive -- will likely improve taxi service | 18 | 16.8% | 2 | 40.0% | | |
| Negative -- will likely cause taxi service to deteriorate | 76 | 71.0% | 1 | 20.0% | 7 | 100.0% |
| Neither positive nor negative -- taxi service will likely remain unchanged | 13 | 12.1% | 2 | 40.0% | | |
| Totals | 107 | 100.0% | 5 | 100.0% | 7 | 100.0% |

Owners were asked a series of related questions regarding their personal perceptions of the likely impacts from implementation of the proposed by-law changes –

- Would the impact of the proposed change to issue no more conventional owner’s licenses be positive, negative or have no impact on your taxi business? (Respondents were also provided with an opportunity to provide an open-ended explanation of the reason for their answer.)
- Do you expect the number of accessible licensed taxis to: Increase significantly and quickly; Increase gradually over time; or Remain about the same?

- Would an alternative proposal, (put forward by some interests), to issue conventional owner licenses to all licensed drivers on current waiting lists, with the condition that they acquire and license a vehicle for active taxi use within a period specified by Council be: Positive for the business and improve service; Negative, it would expand the number of active taxis too much, too quickly; or Would have no significant impact?
- Another alternative proposed was to abandon the proposed changes to Sections 7, 8 and 9 and retain the current system as it is, with no changes, and owner and driver respondents were asked: Do you agree with keeping the status quo, no changes to the current system; or, Do you believe there need to be changes, but disagree with the proposed changes to Sections 7, 8 and 9? (Respondents were also provided with an opportunity to provide an open-ended explanation of other changes they would propose but which had not yet been suggested.)

Table 17: Perceptions of Likely Impacts on Taxi Business if Amendments Implemented – Owners

| | # | % |
|-----------|----|--------|
| Positive | 18 | 20.0% |
| Negative | 64 | 71.1% |
| No impact | 8 | 8.9% |
| Totals | 90 | 100.0% |

Seventy-five respondents provided additional comments to explain the reasons for their answers. Overwhelmingly, (more than 80%), these explanations addressed perceived costs or other concerns related to the apparent perception that the proposed amendments will require owners of conventional licenses to change their vehicles to accessible taxis,

Similar concerns were expressed during the town hall consultations and, we have noted that many of the comments included in responses to the open-ended questions reflect almost verbatim the concerns expressed during the town hall meeting.

Table 18: Perceptions of Changes in Numbers of Accessible Taxis if Amendments Implemented – Owners

| Response | Count | % |
|------------------------------------|--------------|----------|
| Increase significantly and quickly | 52 | 59.8% |
| Increase gradually over time | 23 | 26.4% |
| Remain about the same | 12 | 13.8% |
| Totals | 87 | 100.0% |

As a related question, owners were also asked whether their expected changes in the numbers of accessible taxis operating would be positive or negative for the taxi business, or have no impact. More than two thirds of the owner respondents view such a change as negative, as shown in Table 19 below.

Table 19: Perceptions of Impact of Changes in Numbers of Accessible Taxis if Amendments Implemented – Owners

| Response | Count |
|--|--------------|
| Positive for the taxi business and improve service | 15 17.2% |
| Negative, it would expand the number of active taxis too much, too quickly | 61 70.1% |
| Would have no significant impact | 5 5.7% |
| Don't know / Can't answer | 6 6.9% |
| Totals | 87 100.0% |

With regard to preferences for keeping the status quo or suggesting other changes, the responses from the owners are summarised in Table 20 below.

Table 20: Preferences for Status Quo or Other Changes – Owners

| Response | Count |
|---|--------------|
| Agree with keeping the status quo, no changes to the current system | 42 50.0% |
| Agree with the proposed changes to Sections 7, 8 and 9 | 10 11.9% |
| Don't know / Have no opinion / Can't answer | 2 2.4% |
| Believe there need to be changes, but disagree with the proposed changes to Sections 7, 8 and 9 | 30 35.7% |
| Totals | 84 100.0% |

As the data presented in the table above illustrate, half the responding owners prefer retaining the status quo, while only slightly more than 10 per cent agree with the proposed changes. However, more than one third (35.7%) of these respondents expressed the view that changes were needed, though they expressed disagreement with those proposed.

Respondents who indicated a need for change but expressed disagreement with the proposed amendments were also provided an open-ended opportunity to suggest the changes they would prefer to see. More than fifty comments were submitted, a majority of which were comments relating to either the numbers of accessible taxis that are or are not needed, or commented negatively on driver performance, (eg. drivers do not know the city). Roughly 20 per cent of the comments suggested that owners be given the option to sell conventional licenses on an open market or otherwise capture some value for the license when they exit the taxi business. About 10 – 20 per cent of the comments suggested issuing licenses to drivers on waiting lists; and a similar number of responses made suggestions related to limiting the ability of license owners to generate income through renting or leasing licenses / vehicles.

With regard to conversion to accessible taxis, one respondent noted that in “Montreal the Government allows for a conventional license to convert to an accessible licence with them [Government?] paying half the cost of the vehicle and offering the driver a 5 year contract.” The respondents suggests this approach provides the driver with regular and steady business for the duration of the contract which can be renewed or converted back to a conventional license at expiration.

Drivers who identified as being on a waiting list were also asked a series of related questions regarding their personal perceptions of the likely impacts from implementation of the proposed by-law changes. These questions were somewhat similar to the series of questions posed to owners, but modified to reflect the changes to waiting lists and potential availability of conventional taxi licenses to these individuals. Drivers on a waiting list were asked --

- If the proposed change to eliminate the current waiting list is implemented, how likely would you be to acquire an accessible vehicle and apply for an accessible taxi license?
- What would be the likelihood of you acquiring a license if an alternative proposal that has been put forward by some interests were to be implemented and result in conventional owner licenses being issued to all licensed drivers on current waiting lists, with the condition that they acquire and license a vehicle for active taxi use within a period specified by Council?
- Do you expect the number of accessible licensed taxis to: Increase significantly and quickly; Increase gradually over time; or Remain about the same?
- Another alternative proposed was to abandon the proposed changes to Sections 7, 8 and 9 and retain the current system as it is, with no changes, and owner and driver respondents were asked: Do you agree with keeping the status quo, no changes to the current system; or, Do you believe there need to be changes, but disagree with the proposed changes to Sections 7, 8 and 9? (Respondents were also provided with an opportunity to provide an open-ended explanation of other changes they would propose but which had not yet been suggested.)

When waiting list drivers were asked whether they would act to acquire an accessible license and vehicle if the proposed by-law amendments were implemented, a very large majority of respondents, (86.3%), responded negatively, as shown in Table 21 below.

Table 21: Likelihood of Acquiring Accessible License and Vehicle Following By-law Implementation – Waiting List Drivers

| Response | Count |
|--|--------------|
| I certainly would do that as soon as the change came into effect | 9 7.3% |
| I might try to acquire an accessible taxi and get a license sometime in the future | 8 6.5% |
| I would be very unlikely to try to acquire an accessible taxi and license | 107 86.3% |
| Totals | 124 100.0% |

However, when the alternative potential opportunity to acquire a conventional license is presented, drivers respond with significantly more positive responses, with almost two thirds, (61.5%), indicating they would immediately acquire a vehicle for use with the conventional license.

Table 21: Likelihood of Acquiring Conventional License and Vehicle Following Alternative Proposal Implementation – Waiting List Drivers

| Response | Count |
|---|--------------|
| I certainly would do that immediately, as soon as the change came into effect | 75 61.5% |
| I would prefer to try to get an owner’s license sometime in the future | 18 14.8% |
| I would be very unlikely to try to acquire a taxi and owner’s license | 29 23.8% |
| Totals | 122 100.0% |

The differences between the responses to these two questions offer potential insight into the generally negative responses from taxi business stakeholders to the proposed changes. In

particular, there seem to be two widely adopted perceptions within the taxi business that the proposed by-law amendments will –

- Require holders of conventional licenses to convert both their licenses and their vehicles to accessible taxis; and,
- That only larger vans with substantial hydraulic lifts and related hardware can meet the standards for accessible taxis.

These perceptions were also very apparent in many of the comments voiced during the town hall session.

With regard to preferences for keeping the status quo or suggesting other changes, the responses from the owners are summarised in Table 22 below,

Table 22: Preferences for Status Quo or Other Changes – All Drivers and Drivers on Waiting List

| Response | All Drivers | Drivers on Waiting List |
|---|--------------------|--------------------------------|
| Agree with keeping the status quo, no changes to the current system | 69 51.5% | 58 51.3% |
| Agree with the proposed changes to Sections 7, 8 and 9 | 9 6.7% | 7 6.1% |
| Don't know / Have no opinion / Can't answer | 11 8.2% | 9 8.0% |
| Believe there need to be changes, but disagree with the proposed changes to Sections 7, 8 and 9 | 45 33.6% | 39 34.5% |
| Totals | 134 100.0% | 113 100.0% |

As the data presented in the table above illustrate, slightly more than half of all responding drivers, (51.5%) prefer retaining the status quo, while fewer than 10 per cent agree with the proposed changes. However, one third (33.6%) of these respondents expressed the view that changes were needed, though they disagreed with the changes proposed. As expected, there are no differences discernible between the responses of all drivers and the responses of those on a waiting list; and the responses of those drivers not on a waiting list also reflect the distribution of responses shown above.

Respondents who indicated a need for change but disagreement with the proposed amendments were also provided an open-ended opportunity to suggest the changes they would prefer to see. More than 75 comments were submitted, a majority of which were comments relating to either the numbers of accessible taxis that are or are not needed, or commented negatively on driver performance, (eg. drivers do not know the city), or on the difficulties drivers experience making a reasonable living. Most of these respondents also expressed the view that implementation of the proposed changes will almost certainly have negative impacts on or even end their businesses.

About ten per cent of the comments suggested that owners be given the option to sell conventional licenses on an open market or otherwise capture some value for the license when they exit the taxi business. About 10 – 20 per cent of the comments suggested issuing licenses to drivers on waiting lists; and a similar number of responses made suggestions related to limiting the ability of license owners to generate income through renting or leasing licenses / vehicles.

It should be noted that a significant portion of the responses submitted by drivers were very similar in content to comments submitted by owners in response to the same question.

4. CONCLUSIONS, RECOMMENDATIONS AND IMPLEMENTATION

CONCLUSIONS

As noted at the beginning of this report, the specific objective of this engagement was to conduct a consultation process with key stakeholders within the taxi business as well as with taxi service consumers and the wider public to identify specific provisions to be contained within Sections 7.0, 8.0 and 9.0 that could be recommended to Council as being at least broadly acceptable to the taxi business, consumers and other stakeholders.

As well, as also noted in the introduction to this report, this consultation engagement was undertaken at a time when both the Province and the Municipality are moving forward with significant strategic initiatives to increase accessibility across our community and our province, including for all forms of publicly available transportation.

Our first conclusion is that there are no specific, identifiable provisions within the proposed amendments that can be readily identified as meeting the test of *“being at least broadly acceptable to the taxi business, consumers and other stakeholders”*.

Our second conclusion is that much of the opposition to change that has been expressed by taxi business stakeholders seems to be based on a misunderstanding or misperception of what will result from implementation of the proposed by-law amendments.

Both owner and driver survey respondents, as well as owners and drivers who spoke at the town hall session seem to hold the perception that implementation of the proposed by-law changes will force immediate and undesirable change on the business. Specifically, there seems to be a perception that replacement of conventional taxis, (generally mid or full-sized sedans), with vans equipped with hydraulic wheel chair lifts and related hardware will be required immediately upon implementation of the proposed by-law changes. During the town hall session such change was widely condemned as expensive, with predictions of resulting ruination of the taxi business within the Municipality. These concerns were also expressed in responses to open-ended questions within the online survey more or less exactly as they were expressed during the town hall session.

The second aspect of the misperception relates to impacts of the changes on drivers. In both the responses to open-ended survey questions and during the town hall session drivers and owners expressed views that suggested the changes would immediately make it significantly more difficult for drivers to make a living. Indeed, many comments both in the

online survey and during the town hall session suggested rather apocalyptic outcomes such as thousands of drivers and their families becoming destitute and starving. Again, these concerns were expressed during the town hall sessions in terms that were closely mirrored in responses to the open-ended questions within the online survey.

However, it is important to note that none of these comments / responses provide any substantive explanation as to why making a living will become incrementally more difficult for drivers; and, nowhere in the submissions or comments at the town hall session have respondents explained exactly how any of these projected dire outcomes could come about as a result of the proposed amendments.

The concerns about rapid and immediate change resulting from the implementation of the proposed changes are not borne out in analysis of either prevailing patterns of owner license terminations / surrenders or of the demographics of owners of conventional licenses.

The weighted average age of holders of conventional owner taxi licenses within the Municipality is almost 60 years of age (58.8) and data provided by Municipal staff indicates that approximately 10 – 12 conventional licenses have been surrendered or terminated annually during the past five years.

If it is assumed that the oldest age cohorts generate the most surrenders / terminations, and if we further assume that the average age at which licenses tend to be surrendered / terminated is about 80, then it would appear from the data in Table 23 below that we could potentially expect the rate of surrenders / terminations to accelerate from the current rate of 10 – 12 per year to about 30 ± / year within about 7 – 10 years. And, we could potentially expect that rate to continue for another 20+ years, with the result that about two thirds (625 – 650) of the current licenses would have been surrendered / terminated by about 2040.

If it is also assumed that each conventional owner's license that was surrendered / terminated subsequent to the by-law change were ultimately replaced by an accessible license, the data show that it will be at least 20 years before even half the taxi fleet is comprised of accessible vehicles at these assumed, possible rates of conversion.

Table 23: Age Distribution of Current Holders of Conventional Licenses

| Age Range | | # of Licenses | % | Cum % | Cum #'s |
|-----------|----|---------------|-------|--------|---------|
| 87 | 86 | 12 | 1.2% | 1.2% | 12 |
| 85 | 75 | 44 | 4.5% | 5.7% | 56 |
| 74 | 65 | 299 | 30.6% | 36.3% | 355 |
| 64 | 55 | 277 | 28.4% | 64.7% | 632 |
| 54 | 45 | 225 | 23.0% | 87.7% | 857 |
| 44 | 35 | 94 | 9.6% | 97.3% | 951 |
| 34 | 25 | 26 | 2.7% | 100.0% | 977 |

Of course, if not all surrenders / terminations of conventional owner’s licenses were to be replaced by new accessible licenses, it is possible the total number of taxis operating within the Municipality could decline over time, albeit quite slowly.

However, as there are no current limitations on the numbers of accessible licenses that could be issued, it is also plausible the total taxi fleet could grow if applications and issuances of accessible licenses were to accelerate to a rate that exceeds the rate of surrenders / terminations of conventional owner licenses. However, as there are no constraints to such an occurrence now, it seems unlikely this phenomenon would occur within any foreseeable near term period.

This analysis leads us to our third conclusion that if the by-law amendments to Sections 7, 8 and 9 are implemented as proposed there will be no significantly visible change in the composition of the active taxi fleet within the Municipality for at least a decade. By that time roughly 200 ± conventional licenses will have been surrendered or terminated and if we continue to assume each conventional license would potentially be replaced by an accessible license during the same period, roughly 20 per cent of the active taxi fleet in Halifax would consist of accessible taxis by about 2025.

However, this analysis, combined with the findings presented in the previous chapter lead us to our fourth conclusion that if the by-law amendments to Sections 7, 8 and 9 are implemented as proposed, opposition from taxi business stakeholders will be very vocal and vigorous for some period of time, at least until it becomes apparent to all involved that little change is occurring.

RECOMMENDATIONS

Together, these conclusions lead us to recommend the Municipality proceed with adoption of the proposed by-law changes to Sections 7.0, 8.0 and 9.0 of By-Law T-1001 and Administrative Order #39.

As noted previously, the proposed changes are consistent with both provincial and municipal strategies to increasing accessibility to all forms of publicly available transportation for persons with disabilities and will enable the Municipality to advance towards the goals embedded in those initiatives.

However, as also noted previously, these changes can be expected to generate significant, vocal opposition from interests within the taxi business. But, as that opposition seems to be based mostly on misconceptions or misunderstandings of the provisions and implications of the proposed changes, we also recommend the Municipality delay implementation for a period that Council will deem sufficient to ensure ample time is available to address the misconceptions and misunderstandings in advance of the implementation date.

Our third recommendation is that Council allocate resources to support implementation of a substantive communications program to be undertaken during the period prior to final implementation of the proposed by-law amendments so that misconceptions and misunderstandings held by taxi business stakeholders can be addressed effectively.

TOWARDS IMPLEMENTATION

As suggested in our second recommendation above, some time will be needed between a decision to adopt the proposed by-law changes and the date on which the changes will become effective in order to ensure an effective communications program can be carried out to address the misconceptions and misunderstandings that currently prevail among some taxi industry stakeholders regarding the implications of the proposed changes.

Therefore, we suggest that whenever the Municipality makes known its intention to adopt the by-law changes an explicit statement, (or possibly a further amended provision to the by-laws), be made concurrently that the changes will come into effect at some future date that Council can define based on the time needed to implement an effective communications program referred to above.

The suggested communications program directed towards both taxi industry stakeholders and the wider taxi using public should be implemented with at least the following communications objectives:

- To explain that nothing in the proposed changes will require a current holder of a conventional owner's license to convert either their license or their vehicle to an accessible taxi and, that the license can continue to be used with whatever type of vehicle the owner deems appropriate for as long as the license is maintained as active by the current holder;
- To provide data and analysis that will demonstrate for all concerned stakeholders that changes resulting from the by-laws will almost certainly occur very slowly and gradually, with likely as much as twenty-five years elapsing before even half the current conventional licenses have been surrendered or terminated and potentially replaced by accessible taxis;
- To provide, (likely with input and assistance from auto industry manufacturers), information to help industry stakeholders learn about the increasing array of vehicles that can be acquired and equipped for use as accessible taxis; and,
- To reinforce the message to taxi industry stakeholders and their customers that both the Municipality and the Province have adopted explicit strategies to increase accessibility for persons with disabilities to all forms of public spaces and places, including publicly available transportation.

A Possible Variation

Subsequent to completion of the consultation / survey process, an alternative proposal was put forward by a taxi business stakeholder that would create the appearance of maintaining current waiting lists for drivers wishing to acquire a conventional owner's license. The proposal suggested that current waiting lists for a conventional owner's license be capped – that is, no new names be added subsequent to the decision to adopt the proposed by-law changes – and, as conventional licenses were terminated or surrendered, individuals on the list be advised in order of seniority that a conventional license has been terminated / surrendered.

It was also suggested that with the notification of the conventional license surrender / termination, those individuals could also be provided with information explaining the process of application for an accessible license. As well, any notifications provided should likely be accompanied by an explanation or statement that the notice does not imply an obligation on the part of the Municipality to issue a taxi license to the individual, nor does the notification in any way affect any qualified individual's ability to obtain an accessible taxi license at any time.

It was further suggested within the proposal that once an individual had been advised of a surrender / termination of a conventional license, that person's name would be removed

from the waiting list, regardless of whether s/he acquired an accessible taxi and license. However, at the same time, the proposal also suggested that maintaining the capped waiting list could facilitate reversion to the current system if at some point in the future Council decided to repeal the amendments and reinstate Sections 7, 8 and 9 as currently written.

Readers are asked to note that we have deliberately described the proposal as *creating the appearance of maintaining a waiting list* through which licensed drivers could proceed to apply for an accessible license.

The Municipality does not currently possess the legal authority to restrict issuance of licenses for accessible taxis, and there is also currently no legal restriction preventing any driver on a waiting list, (or any other qualified individual), from obtaining an accessible taxi license at any time. Therefore, the proposal to continue the current waiting list is in reality a suggestion the Municipality offer a courtesy service advising drivers on the capped waiting list that a conventional owners' license has been surrendered or terminated.

It should also be noted that even if the proposed capped list were maintained and individuals on the list were advised when conventional a conventional license had been surrendered / terminated, we estimate that a period of probably 30 – 35 years would elapse before the list would be exhausted. That is, we do not see the adoption of this alternative proposal as having any impact on the rate of transition of the municipality's taxi fleet to accessible taxis.

APPENDICES

Appendix A – Survey Responses - Owners

Appendix B – Survey Responses – Licensed Drivers

Appendix C – Survey Responses – Persons with Disabilities / Attendants

Appendix D – Survey Responses - Consumers

Appendix E – Survey Responses – Hospitality Industry

APPENDIX A – SURVEY RESPONSES - OWNERS

To help us ensure your responses are directly related to your interests in this consultation process, please tell us which of the following best describes your involvement with taxi and limousine services within the Halifax Regional Municipality

| Response | Chart | Percentage | Count |
|------------------------------------|--|------------|-------|
| I hold an active owners license(s) |  | 100.0% | 106 |

1. Please indicate the number of licenses you own in each of the categories listed below.

| | None | 1 | More than 1 | Total Responses |
|----------------------|------------|------------|-------------|-----------------|
| Conventional license | 5 (5.5%) | 82 (90.1%) | 4 (4.4%) | 91 |
| Accessible license | 27 (67.5%) | 12 (30.0%) | 1 (2.5%) | 40 |

If you own more than one of either license type, please tell us how many you own.

Conventional license

| # | Response |
|----|-------------|
| 1. | More than 1 |
| 2. | one |
| 3. | 1 |
| 4. | Two |
| 5. | one |
| 6. | 1 |
| 7. | 103 |
| 8. | 2 |

Accessible license

| # | Response |
|----|------------|
| 1. | use to 065 |
| 2. | A032 |
| 3. | two |

2. If you own an accessible taxi license, what would you estimate is the approximate percentage of your business represented by passengers who need an accessible taxi?

| Response | Chart | Percentage | Count |
|------------------------|-------|------------|-----------|
| Less than 10% | | 65.2% | 15 |
| 10% - 25% | | 21.7% | 5 |
| 26% - 50% | | 4.3% | 1 |
| 51% - 75% | | 8.7% | 2 |
| More than 75% | | 0.0% | 0 |
| Total Responses | | | 23 |

3. As a holder of an active owner's license(s), which one of the following responses best describes your current business?

| Response | Chart | Percentage | Count |
|---|-------|------------|-----------|
| I drive my taxi and never rent my vehicle to others | | 80.4% | 74 |
| I never drive and always rent my vehicle to other drivers | | 6.5% | 6 |
| I drive my taxi but also rent my vehicle to other drivers | | 13.0% | 12 |
| Total Responses | | | 92 |

In a typical week, how many hours do you drive your taxi your self

| # | Response |
|-----|----------|
| 1. | 60 |
| 2. | 70 |
| 3. | 60 |
| 4. | 40 |
| 5. | 60 hours |
| 6. | none |
| 7. | 60-80 |
| 8. | 60-70 |
| 9. | 77 |
| 10. | 80 |
| 11. | 60+ |
| 12. | 72 hours |




| # | Response |
|-----|----------|
| 13. | 60 |
| 14. | 40 |
| 15. | 84 |
| 16. | 30 hours |
| 17. | 80 |
| 18. | 55 |
| 19. | 60 hours |
| 20. | 75 |
| 21. | 20 |
| 22. | 40 |
| 23. | 60+ |
| 24. | 45 |
| 25. | 40 |
| 26. | 38 |
| 27. | 104 |
| 28. | 40 hours |
| 29. | 50 |
| 30. | 50 |
| 31. | 72 |
| 32. | 40 |
| 33. | 55 |
| 34. | 40 |
| 35. | varies |
| 36. | 60 |
| 37. | 45 |
| 38. | 50 |
| 39. | 70 |
| 40. | 40hrs |
| 41. | 70 |
| 42. | 80 hours |
| 43. | 40 |
| 44. | None |
| 45. | 60 |

| # | Response |
|-----|----------------------------|
| 46. | 16-20 HOURS |
| 47. | 55 |
| 48. | 50-60 |
| 49. | 70 |
| 50. | 60 plus |
| 51. | minimum of 12 hours a day. |
| 52. | 70 |
| 53. | 30 hours |
| 54. | 75 |
| 55. | 48 hours |
| 56. | 60 |
| 57. | 50 hours |
| 58. | 40-50 |
| 59. | 60 |
| 60. | 40 |
| 61. | 70 |
| 62. | 60 hours |
| 63. | 80 |
| 64. | 40-48 |
| 65. | 65 |
| 66. | 80 |
| 67. | 60hr |
| 68. | 70plus |
| 69. | 60 |
| 70. | 40 |
| 71. | 85 |
| 72. | 60-70 |
| 73. | 50 |
| 74. | 50 |
| 75. | 90+ |
| 76. | 80+ |




In a typical week, how many hours do you rent your vehicle to someone else

| # | Response |
|-----|-------------|
| 1. | 0 |
| 2. | 40 |
| 3. | 0 |
| 4. | 24/7 |
| 5. | 0 |
| 6. | 0 |
| 7. | 0 |
| 8. | 20 |
| 9. | 0 |
| 10. | 0 |
| 11. | All hours |
| 12. | 0 |
| 13. | 20 |
| 14. | 50 |
| 15. | 0 |
| 16. | 25 |
| 17. | not at all. |
| 18. | none |
| 19. | 30 |
| 20. | 0 |
| 21. | None |
| 22. | 0 |
| 23. | 0 |
| 24. | 40 |
| 25. | 0 |
| 26. | 50 |


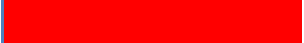





4. For which zone has your owner's license(s) been issued?

| Response | Chart | Percentage | Count |
|-----------|---|------------------------|-----------|
| Halifax |  | 73.4% | 69 |
| Dartmouth |  | 17.0% | 16 |
| County |  | 10.6% | 10 |
| | | Total Responses | 94 |






5. In a typical month, how many days is your vehicle(s) in active use, whether by you or others?

| Response | Chart | Percentage | Count |
|--------------------|---|------------------------|-----------|
| Fewer than 10 days |  | 3.2% | 3 |
| 10 – 20 days |  | 4.3% | 4 |
| More than 20 days |  | 92.5% | 86 |
| | | Total Responses | 93 |

6. In a typical week, please indicate which days is your vehicle(s) in active use, whether by you or others?

| Response | Chart | Percentage | Count |
|-----------|--|------------------------|-----------|
| Monday |  | 86.7% | 78 |
| Tuesday |  | 86.7% | 78 |
| Wednesday |  | 94.4% | 85 |
| Thursday |  | 94.4% | 85 |
| Friday |  | 95.6% | 86 |
| Saturday |  | 92.2% | 83 |
| Sunday |  | 72.2% | 65 |
| | | Total Responses | 90 |

7. Over the course of a typical year, please indicate the months in which your vehicle is usually in active use, whether by you or others?

| Response | Chart | Percentage | Count |
|----------|--|------------|-------|
| January |  | 96.7% | 89 |
| February |  | 97.8% | 90 |
| March |  | 95.7% | 88 |
| April |  | 93.5% | 86 |
| May |  | 93.5% | 86 |

| Response | Chart | Percentage | Count |
|------------------------|-------|------------|-----------|
| June | | 92.4% | 85 |
| July | | 92.4% | 85 |
| August | | 90.2% | 83 |
| September | | 96.7% | 89 |
| October | | 95.7% | 88 |
| November | | 95.7% | 88 |
| December | | 94.6% | 87 |
| Total Responses | | | 92 |

8. In your personal view, is the current limit of 1,000 conventional owner’s licenses in Halifax?

| Response | Chart | Percentage | Count |
|---|-------|------------|-----------|
| Too many, there should be fewer licenses | | 40.7% | 37 |
| About right, the market seems to be served well | | 53.8% | 49 |
| Too few, there need to be more licenses issued | | 5.5% | 5 |
| Total Responses | | | 91 |

9. In your personal view, what would you expect the impact of the proposed change to issue no more conventional owner’s licenses to be on your taxi business?

| Response | Chart | Percentage | Count |
|------------------------|-------|------------|-----------|
| Positive | | 20.0% | 18 |
| Negative | | 71.1% | 64 |
| No Impact | | 8.9% | 8 |
| Total Responses | | | 90 |

What is the reason for your answer?

| # | Response |
|----|--|
| 1. | they need more than 20,000 \$ to buy a van if it is not worth for them they will not ask for licence |
| 2. | to many cars now |
| 3. | over saturation of accessible licenses |




| # | Response |
|-----|--|
| 4. | Seniors are unable to get into vans. Everyday I see note on my computer saying, do not send a van. Older customers who have canes or walkers want a regular sedan not a van nor a smart car but a car they are able to access with comfort. |
| 5. | there is no communication between the taxi owners and the taxi commision |
| 6. | most of the elderly want sedans as accessible vehicles are too high to get into for most of them |
| 7. | I'll see more accessible taxi. not all passengers can get on a van easily. drivers are forced to get a larger vehicle that burns more more gad which will affect the environment. |
| 8. | The numer of taxis in halifax far exceed the need of the public. |
| 9. | less conventional, slightly more QUALITY AND BUSINESS LIKE OWNERS |
| 10. | Need more accessible but not more taxis overall. |
| 11. | although i agree in principle to having a completely accessible fleet, I feel that model does'nt work in the Halifax industry. With an ageing population I find that I get many calls requesting no vans as elderly and mobility restricted passengers find it very difficult to enter or exit van taxi's. Also as most of the fleet is owner operated, this would be a financial burden to anyone trying to enter the business having to buy an accessible taxi only. |
| 12. | The expense of an accessible vehicle (As long as there is no funding available.) will be a deterrent for the average person wanting to drive on a part time basis. The downside to that would be those persons driving for an Uber type company. |
| 13. | above answer |
| 14. | Most seniors have great difficulty getting in and out of these vans. In fact, many seniors ask that a van not be sent. The initial cost of the van plus their poor fuel economy are also negative points. In most cities, drivers are opting for more fuel effcent vehicles. I did. |
| 15. | will be flooded with accessible |
| 16. | alredy too many taxies and less busniss |
| 17. | we have a lot of seniors who depend on us for transportation but are not all disable. i think the emphasis on the disable proportion is way out of wack as to the true numbers and thinking that we need one vehicle for individual is like saying we need a taxi for every individual in the HRM area, why do we mislead the people on issues, let's leave the politics out of it. |
| 18. | There would be even more accessible licenses issued. |
| 19. | I am on the waiting list |
| 20. | there would be more business for the remainder of cars |
| 21. | we have to also control the number of accessible taxis because they will flood the market. |
| 22. | Drivers would acquire accessible vehicles immediatley |
| 23. | It is not fare to be in waiting list for so many years and all the sudden by law changes and we lost the turn, plus accessible taxi is not needed that much and it is not affordable for everyone to purchase one , it is very costly |

| # | Response |
|-----|---|
| 24. | My preference is to drive in Halifax, but I still need about another 10-15 years to get a rooflight there. I have been waiting 7.5 years already. Spending \$40000.00 + on a van that makes the same money as a conventional vehicle doesn't make sense. |
| 25. | Accessible taxis are increasing with no regard for actual use. |
| 26. | Not everyone can afford a van and most customers want a car not a van. Especially seniors. |
| 27. | no customer wants accessible taxis and drivers cant afford an accessible taxi. |
| 28. | I believe it will affect my ability to earn a reasonable wage. It will affect all taxi drivers ability to earn a reasonable income. |
| 29. | Over time, as more taxis are accessible-type vehicles, more people will request sedans. Sedans are more familiar to many riders than van-type vehicles are. Ironically many elderly people seem to consider sedans to be easier to get in and out of unassisted than van-type vehicles because sedans lack a step or steps. At any rate many elderly people already request nonvan-type vehicles. |
| 30. | My answer is too complex to be answered in this survey. Costs and market dynamics enter into the response. |
| 31. | most passengers don't want vans and also the roof light renters have been issued a number every year on there advancement on waiting list and are going through the same procedure that I did and have a strong case for class action law suit against city |
| 32. | Once the waiting list is removed drivers will flood market with cheap accibles. |
| 33. | Extra investment by owners for accessible taxis which are used for a minority of population . |
| 34. | Lots of people get sick in vans lots of older people don't like vans and lots of stupid people in this province from politicians to you guys |
| 35. | it will very hard for bissnes |
| 36. | I got a Dartmouth. floodligh but I am still in the waiting list for Halifax for almost 11 years, I would like to return that floodlights and get a Halifax moonlight. |
| 37. | it will very hard for bissnes |
| 38. | Cost of replacement vehicle |
| 39. | first I think that there should be a limit on accissable taxi licence then it is not professional way to make some drivers wait for 11 years to get there owner licence and then tell Them there is nothing for you those guys will leave the province and will give a bad impression about hrm |
| 40. | the market will be flooded by accessible vans |
| 41. | numbers will rise quickly. Also, taxi drivers can't afford an accessible van. at least i know i cant |
| 42. | Brake the system that was created step by step for years based on underlying cause to serve the community customers is wrong. |
| 43. | the cost,and the loss of our seniors as passengers,whomhas trouble getting into vans |
| 44. | It will lead to increase in business |





| # | Response |
|-----|---|
| 45. | its going to take a long time for number of cars to go down and secondly there are too many cars in the company and not enough calls |
| 46. | accessavans too expensive and inefficient for general purpose |
| 47. | accessible cabs will take over any slack in conventional cabs |
| 48. | What if a driver can't afford a van? What if a customer doesnt want an accessible van? |
| 49. | i regret purchasing my accessible cab, but here we are. i rarely do accessible calls. Most of my customers complain about being picked up in an accessible van. |
| 50. | neither passengers nor drivers want an accessible taxi. |
| 51. | Indirect violation of limitation and Zones un popular by customers |
| 52. | many taxi drivers can not afford wheelchair taxi and many costumers can not get into van |
| 53. | many people do not like to get in vans |
| 54. | in the long term there could be insufficient Taxis to service customers eventually customers will find some other means of transport, leaving us to wait longer for calls and to travel further for them. A more sensible solution would be a temporary freeze until the total number of cars in the three zones drops to a more acceptable level, say 900, then reset the cap in each zone to the number of cars at that time. |
| 55. | accessible licensed taxis more than need |
| 56. | there is enough cabs now |
| 57. | some people prefer to be driven in a car .because they cant get in to a van |
| 58. | A saturation of accessible taxi will cause a negative impact on my income , I also feel my customers do not feel accessible taxis are necessary |
| 59. | the implementation of the current proposal will result in negative customer experience over all and result in dissatisfaction with the industry and cause current customers to seek other means of transportation such as illegal or black taxis. |
| 60. | Business model isn't there to support having all accessable vehicles. Loss of business from passengers who have limitations getting into higher vehicles. |
| 61. | removes competition |
| 62. | aske taxi drivers no busenuss , if you give more roof light where they going to work . let the buseness be well before you give lights out. |
| 63. | I am driving taxi for 9 years and I get call for people who has walker at lest 10 to15 calls a month if you count them as disable people so what about them???? |
| 64. | it would improve my life financially. |
| 65. | Older people do not want to climb into a van. Fuel efficiency is terrible in a van. Maintenance cost are much higher for vehical upkeep. No limitation will increase the number of hours required to make a proper income. |
| 66. | We have more then we need |

| # | Response |
|-----|--|
| 67. | owners miss using the accessible loop hole to get the hfx light just to b able ti work the bar scene |
| 68. | they arent needed. already have 50 on the road that dont do the job |
| 69. | Not everybody needs accessible |
| 70. | different people have different needs (local, airport, night on the town) I currently have 5 different types of vehicles |
| 71. | i have done 3 accesible calls in the last 3 months, and i dont decline. The need is not there. neither drivers nor passengers want this. |
| 72. | because it will reduce competition in a weak market. |
| 73. | both drivers and customers despise accessible vans. they are junk. |
| 74. | there is no need for this city to have over 10 accessibles. Business isnt enough. |
| 75. | do you really think we need hundreds of accessible taxi's???? ahhh no |

10. If the proposed by-law changes come into effect, do you expect the number of accessible licensed taxis to

| Response | Chart | Percentage | Count |
|------------------------------------|---|------------|-----------|
| Increase significantly and quickly |  | 59.8% | 52 |
| Increase gradually over time |  | 26.4% | 23 |
| Remain about the same |  | 13.8% | 12 |
| Total Responses | | | 87 |

In your view, would this proposed approach be ...

| Response | Chart | Percentage | Count |
|--|--|------------|-----------|
| Positive for the taxi business and improve service |  | 17.2% | 15 |
| Negative, it would expand the number of active taxis too much, too quickly |  | 70.1% | 61 |
| Would have no significant impact |  | 5.7% | 5 |
| Don't know / Can't answer |  | 6.9% | 6 |
| Total Responses | | | 87 |

Do you ...

| Response | Chart | Percentage | Count |
|---|-------|------------|-----------|
| Agree with keeping the status quo, no changes to the current system | | 50.0% | 42 |
| Agree with the proposed changes to Sections 7, 8 and 9 | | 11.9% | 10 |
| Don't know / Have no opinion / Can't answer | | 2.4% | 2 |
| Believe there need to be changes, but disagree with the proposed changes to Sections 7, 8 and 9 | | 35.7% | 30 |
| Total Responses | | | 84 |

If you believe there need to be changes, what changes would you propose that have not yet been suggested?

| # | Response |
|----|--|
| 1. | Making licenses transferable with the current cap in place |
| 2. | I hear on a daily basis that customers are being driven by drivers who do not know the city. The conditional licenses should be done away with. There was a format in place which every driver took part. They were tested on their knowledge of the city and if you didn't know the city you didn't get a license. Many people comment that the drivers do not know the city. Drivers are disregarding the customers preferences and drive the route the driver chooses rather than going the route the customer requests. The vast majority of customers that are most vulnerable are the seniors. They feel helpless when they are being driven routes they don't want to go. Then they ended up paying a higher fare and they feel they have no recourse. |
| 3. | I would like to suggest that the license be given to the owner and the rite to do with it as he pleases with the provision to be approved by the TCS. There should be a limit to the number of licences be restricted by one owner to a reasonable amount. (ten) |
| 4. | -my taxi is my Store Front and I should be allowed to sell it when the time comes for me to stop driving. Grant us the lawfull right/privilege to sell our Roof Light number(s) to other drivers who hold a valid taxi driver lisenca in the zone that the Roof Light is assigned to. |
| 5. | Open zones will eliminate the numbers in the quos. |
| 6. | The right of ownership should be granted equally to all current Rooflight owners, on the basis of one Rooflight per driver rather than one having multiple Rooflight. To serve the public efficiently the taxi commission should also regulate taxi companies such as Yellow cab and Bob taxi to have a well trained dispatcher and a functional system in place like Casino taxi. |
| 7. | add the SALE OF TAXI BUSINES/MEDALLIAN SYSTEM for remaining conventionals |



| # | Response |
|-----|---|
| 8. | Accessible taxis need to be zoned to be in all areas. |
| 9. | include the accessible cabs within the present restrictions, There must be a certain formula for how many acc vans needed per population. As I stated before, many customers do not want any type of van cab due to the difficulty of entering and exiting. More data is needed as to how many calls company's get for acc vans??. What are waiting times ? Are theses vans declining or refusing to travel to these calls? Why is there no training for these drivers on how to handle the chairs and to make sure they are securing them properly?. I feel many of these vans have been bought just to circumvent the restrictions and the drivers have no special interest in supplying prompt,safe and reliable service to their customers |
| 10. | Do away with the 'leasing' of roof lights and allowing active drivers (on the waiting list) to pick up those lights. Also, enforce a regulation that accessible taxis do accessible calls when needed. Too many of these drivers are 'unavailable when needed. |
| 11. | stop increasing the number of people applying for driver licenses, we have enough licensed drivers waiting for their own taxi-owner status. Why hasn't [REDACTED], taking steps to prevent this false hope situation with licensed drivers instead of creating unrest in the Industry or is he of the opinion we need more buses for transportation also, or what is some of that judgement that got him the position he holds to date. We need changes but perhaps the change needs to be in management or is this something you don't want to hear. Lets serve the public and stop hurting the people who work in the Industry or perhaps lets give math lessons so some will understand the pie is so big and the slices get smaller when you start feeding too many. Simple math. |
| 12. | Require more stringent regulations for accessible taxis making them even more difficult to purchase and operate as they are only being used for accessible purposes a very minute percentage of their time. |
| 13. | Keep the numbers the same. Continue with the current waiting list and replenish conventional licenses through attrition. With regards to accessible taxis the current market is flooded. You should survey the number of customers using the accessible taxi service annually to service the demand. |
| 14. | Talk to province to change MVA |
| 15. | <p>There is no need for more accessible taxi and because they city give them the accessible roof light they have to accept calls for person in need no matter where the location or destination is, they need to be forced more to accept calls.</p> <p>I think the city shoud give more roof light to the people on the waiting list and this way people who owns more the one roof light will not be able to mis use the system and get profit from it and only hard working cab driver who put hours make money for himself, plus no rent would be paid to the person who rents the roof light.</p> <p>I my openion city should keep the waiting list and as the city grows issue more roof light for people on the list, this is a fare game.</p> |
| 16. | In Montreal the Govt allows for a coventional license to covert to an accessible licence with them paying half the cost of the vehicle and offering the driver a 5 year contract. This gaurantees the |

| # | Response |
|-----|---|
| | driver regular and steady business for the duration of the contract. At the end he has the option to renew or Go back to a conventional licence. |
| 17. | Limit the accessible licences, till a study on actual use or available use there really is. |
| 18. | keep the waiting list as some have been waiting for over 10 years to get a license. No open zones. There are other ways to implement more wheel chair accessible van's but this is not the right solution. If anyone is able to get a van and put it on the road, there will be too many taxi's on the road and no income for anyone driving. Not worth making a living out of it any longer. Lost industry for existing drivers. Leave all as is and fix wheel chair accessible issue in a different way. |
| 19. | Accessible drivers should only do accessible calls. Service cant get much better than that, can it??? |
| 20. | <p>Owners need to be able to sell their license when they decide to leave the industry, or leave it to a family member in the event of their death.</p> <p>In my opinion we need cars in the taxi and limousine industry. Vans are not popular with the majority of clients that I serve.</p> <p>I don't believe this survey presents a clear and concise description of what is being proposed and what measures will be taken to do so.</p> <p>What data are the suggested changes based on?</p> <p>It is difficult to make a living driving taxi. The more drivers the fewer opportunities for each driver to receive calls.</p> |
| 21. | In general I am grateful to council for regulating the taxi business but in this case I expect that supply and demand might be successfully allowed to decide the matter of how many accessible taxis there are. It may be as well to leave this matter to the brokers and owner/drivers to decide based on perceived demand. |
| 22. | no comment |
| 23. | staff doesn't listen to drivers |
| 24. | smart young educated people gotta be hired enough stupid people in this province |
| 25. | I like the status quo. |
| 26. | Limit the number of taxis in all zones including accessible taxis |
| 27. | stop issuing licenses for accessible vans |
| 28. | Leave the damn industry alone!! |
| 29. | <ol style="list-style-type: none"> 1. Limit the number of the accessible taxi licenses on current numbers 2. Restore the zone system on Thursday, Friday and Saturday nights because the real problem now is long waiting (sometimes impossible) to get the taxi in Dartmouth, Bedford and Sackville on those nights |
| 30. | Allow current conventional taxi licence holders to become 100% owners of a single roof light free of charge ("medallion system"). Allow current conventional taxi licence holders to buy out |

| # | Response |
|-----|--|
| | additional roof lights for a set amount of money which will go to the city. If conventional taxi licence holders do not wish to buy out more than one roof light, the city will take their additional roof lights over and sell them to the members of the current waiting list. This will increase the quality and safety of business and will allow new taxi licence owners to put newer and better cars on the road, as roof light owners will be able to use their roof lights as guarantees for credit lines in banks, etc. |
| 31. | To cap the number of accessible taxi and make sure they accept wheelchair calls and not to decline them |
| 32. | The current and any new accessible operators should be showing a certain percentage of wheelchair passengers that they have serviced. There is also a number of passengers that have mobility limitations, like a bad hip; but are not in a wheelchair (mostly seniors). These passengers have problems getting into the front or back seat of any minivan, as noted by requests for 'NO VANS'. To this I would suggest perhaps half of the conventional owners licenses be maintained in each zone |
| 33. | To stop taxi lic. |
| 34. | [REDACTED] |
| 35. | I took advantage of loophole and purchased an accessible taxi. Now too many people have done the same and have ruined the industry. The loophole needs to be closed!!!! |
| 36. | Leave industry alone!!! |
| 37. | <ul style="list-style-type: none"> •keep the waiting list alive -give license for those have been driving for over 10 years. .stop esuing access taxi license for the wealthy even doesn't live in the province for three years. The taxi industry could be get back to looked after by responsible city conslers and drivers voice could be heard before any decision making .The proposal have a lot of weeknes and way to far from reality |
| 38. | take any driver who is on the waiting list and not driving a taxi off the waiting list |
| 39. | seek means and ways of limiting accessible taxis and monitoring the same,since there are more then required during the overnight hours. |
| 40. | Lowering the cap in all three zones, to enable Drivers to make a decent living, and a rate increase in October. |
| 41. | [REDACTED] |
| 42. | I believe the licences should sold to ensure they are used to fullest.in the current system some cars are only used for part time.So if they are bought they have to drive the taxi full time to get a return for there investment in the industry and inproved service. |
| 43. | Why someone should have more than 80 roof lights in his hand in Halifax and rent them out and be a millionaire while other people who want to make money for their family cant have even one? |

| # | Response |
|-----|--|
| 44. | Keeping/expanding open zones during evenings and weekends. Opening the zones during special events at community centers during peak activities and peak tourist periods to encourage more use. Allow a surcharge for night driving to encourage more night driving. Allow a surcharge for dead miles so more Halifax taxis will take customers across the bridge at night. |
| 45. | stop adding names to the waiting list and continue issuing conventional licenses until the list runs out then issue no more conventional licenses |
| 46. | no new owner light, limitation on accessible closing zone. then when the market is controlled it is better to see what has been the best way to handle. |
| 47. | Now we have 50 accessible taxis which is enough and you can tell them they have to work day to night They got free rooflight |
| 48. | Transferability. Allow drivers to own the taxi licence. |
| 49. | need to change rent the roof light system, hire own the light, no one else, take back who not driving at all and hire give them for business like owner of Tim Hortons, every day coffee and Timbits, I mean old age pension plan or someone very lucky they have another job but taxi is for week end job but I fully depend on this, and totally disappointed with give every day answer where you from how long you have been and give this answer from all most 6 years, but I here from 15 years shame on this. |
| 50. | we need no changes |
| 51. | Medallions and safety of the driver |
| 52. | deregulate licensing system but increase safety regulations. 90 day level 1 safety inspections. Limit age of vehicles and standardize types of vehicles used in taxi and limousine service. |
| 53. | close the loop hole. limit accessible cabs. I got my accessible to get my rooflight. now I'm in debt because the van was expensive and so is insurance and gas. you shouldn't be allowed to force this on the drivers and the public. |
| 54. | We have enough accessible taxis now. More will create an oversupply. The drivers on the waiting list deserve to be respected and should get a licence when it comes their turn. |
| 55. | ██████████ |
| 56. | no changes. ██████████ |

13. Are there any other issues or concerns you have about the taxi industry that you think we should consider as part of this consultation process? | No

| Response | Chart | Percentage | Count |
|------------------------|---|------------|-----------|
| True |  | 25.6% | 23 |
| False |  | 74.4% | 67 |
| Total Responses | | | 90 |

13. Are there any other issues or concerns you have about the taxi industry that you think we should consider as part of this consultation process? | Yes , please describe

| # | Response |
|-----|--|
| 1. | <p>dont face accessible taxi to other zone.</p> <p>if they need accessible taxi and they can't talk or move some one should be with them . we should be able to decline if they are alone .</p> <p>some times they ask us to open their wallet . i am not ok to do that.</p> <p>casino does not let us decline accessible call . some times they send us to a place which is 1 hour drive for 5 \$ fair</p> |
| 2. | <p>Time to start looking at stand fees 147.00 at week is to much for the service they provide to drivers and with debt waiting for over a week for payment is not right.the brokers are also charging customers a dollar for the service.personaliy I would like to see brokers charge drivers a set fee for every call they are given making brokers work for their money would help fix industry more than adding car .brokers are the only ones to benefit from more cars at 147.00 per.there is only two brokers in Halifax zone as a driver does not give us many choices</p> |
| 3. | <p>Making licenses transferable under the current cap</p> |
| 4. | <p>It's just not fair that there's people that have more than 50 licenses and others have to wait for years to get 1 . Dirty politics and politicians</p> |
| 5. | <p>Customers are being penalized,because the drivers do not know the city, they take longer routes and the fare is higher.</p> |
| 6. | <p>some drivers don't know their way around the main streets. Retest us all!</p> |
| 7. | <p>Owners license should be transferable. It's a business I can sell when I retire. Also that will generate more brokers that can own and maintain their own cars.</p> |
| 8. | <p>The zones should not be opened after the T-1001are approved for conventional licenses thus stimulating the increase in Accessible Taxis. Potential licensees would see the benefit of owning an open zone licensed cab.</p> |
| 9. | <p>The seven year age limit proposed on cabs is too expensive to maintain.</p> <p>We get regular maintenance and MVI annually.</p> |
| 10. | <p>sorry but it seems I have already voiced my concerns in reply to earlier queries</p> |
| 11. | <p>Do not increase the amount of cars.</p> |

| # | Response |
|-----|--|
| 12. | Leave waiting list alone. |
| 13. | I really thought that the leaders in the Taxi Industry and members of council were serious about the Medallion system so that Owner/Drivers would have something to look forward to when the time came to retire, what happened to that study with Council and the Committee |
| 14. | [REDACTED] |
| 15. | one owner one license |
| 16. | I feel that a night time taxi by-law officer is required to regularly inspect more drivers and vehicles to insure quality and up to date compliance. |
| 17. | Training for accessible drivers. Currently, there is none. PWD Passengers deserve safe service. |
| 18. | <p>I believe the taxi business in halifax is under few big hands who run the business and the person who really need the roof light rent it and big portion of his income goes to someone else's pocket just because there were smart and lucky at one point , city should use the power they have and give people more roof light on people on the waiting list one roof light for one person, active driver,</p> <p>Accessible taxi is not a solution it will hurt a lot of us we can not afford buying the expensive accessible Taxi ,</p> <p>I hope city make a right decision in this matter and put taxi driver first and hurt them financially by forcing them to buy accessible taxi, or getting rid of waiting list for people who waited and hoped for so long to own a roof light.</p> <p>Thanks</p> |
| 19. | Absolutely. Something has to be done about the waiting list. I want to work! I don't think it's right having to wait 20 years to get a license. |
| 20. | Get a proper commission in place that has a solid set of rules etc. to follow. The decisions made now are never consistent they change from period to period. |
| 21. | <p>1) accessible drivers should only do accessible calls</p> <p>2) [REDACTED].</p> |
| 22. | <p>Consider that taxis provide a required service for our city. Remember that taxi and limo drivers work with some of the most difficult situations and are in dangerous situations at times.</p> <p>We drive home intoxicated individuals to ensure public safety. We have ourselves and or families to provide for. We are people not just a car and a roof light.</p> <p>We go years with no raises and assume much financial burden to provide Halifax and surrounding areas with a very valuable service.</p> <p>Consider the whole situation and all involved not just part of it.</p> <p>In closing I would like to add that this survey should be much easier to access if you truly want a balanced feed back. I am on an iPad and had to open an account with fluid surveys just to gain access. If it is the same for pc users I don't expect you will get a great deal of feedback and are therefore doing an injustice to those in the public and the industry.</p> |

| # | Response |
|-----|---|
| 23. | But not at this time. |
| 24. | The city has allowed me to extort money from a basic driver in which I pay 50 dollars a year for a roof light and charge him 5000.00 great job halifax taxi commission and city council |
| 25. | Taxi industry will be destroyed. INdusutry cant handle over 1000 taxis. One of the best ratios of taxi/customer in north america is currently found in Halifax!!!!!! we don't need more cabs!!! |
| 26. | By considering the no. of accessible needs issue the required no. of licences otherwise by unlimited increase of accessible taxis the taxi bushiness would be worse than the existing situation. |
| 27. | Please be fair |
| 28. | YES A RATE REVIEW THAT IS OVERDUE BY ONE YEAR RE: ADMINISTRATIVE ORDER NUMBER THIRTY-NINE... THAT IS WHAT ADMINISTRATIVE ORDER NUMBER THIRTY-NINE WAS SUPPOSED TO FIX!!! |
| 29. | There should be a limit on the access able licencing and they should open the zones |
| 30. | Leave the damn industry alone!!!! |
| 31. | We all be facing the real problem very soon when the global taxi multi billon giant Uber decide to invade Halifax market |
| 32. | Please see the answer to question 12: 100% ownership of a single roof light by the current taxi licence holders. |
| 33. | If you remove the waiting list you are going to ruin peoples lives what are these drivers going to do work at tim hortons ?? Or McDonald's its unfair and unjust. There has been drivers waiting for 12 and 14 years for an owners liscence what are thay supposed to do. It's up to you. Please consider the lives of these drivers thank you. |
| 34. | assign accessavans to regions as needed rather than using them as a back door to the halifax market |
| 35. | [REDACTED] |
| 36. | Close accessible taxi no limit loophole. Too many people have taken advantage and have destroyed the taxi industry. |
| 37. | Leave as is!! the customers are well served! |
| 38. | Access taxi obsetion in Halifax should be stop imidietly . Any proposal should be objective . Access taxis are not affordable and don't have mechanic in this province Of all our action, the Halifax city Image and our tourist satisfctin should be considered. |
| 39. | taxi is the only business we have and any changes to the system will effect our livelihood. |
| 40. | more bylaws enforcements example smoking in cabs drivers and passengers/dirty cars /over used of body products/ |

| # | Response |
|-----|---|
| 41. | A return to a Taxi Commission to enable drivers to have an input. Return to having Rooflights lit at night, many people complain that they are unable to tell whether a vehicle is a Taxi or not, it also makes it easier to identify a cab in the event of a complaint. |
| 42. | [REDACTED] |
| 43. | I feel that part of the problem is some people acquired acceptable taxi licenses just to get their own taxi light and not use it for its intended purpose. There are a few of them that sit till the week end. |
| 44. | Do away with Zones all taxis could then serve their new and existing clients in a timelier manner. On the topic of accessible taxis, I think they are needed in all areas but not in vast numbers as the proposed changes would cause to happen |
| 45. | Why someone should have more than 80 roof lights in his hand in Halifax and rent them out and be a millionaire while other people who want to make money for their family and have a minimum income can't have even one? |
| 46. | this whole issue about accessible taxis is a very good idea but not feasible. the cost to establish and maintain a city accessible bus is about \$250,000.00 per year with capital costs, depreciation, maintenance and repairs, fuel and employee salaries and benefits. The city does not spend this money recklessly and would spend less if it could. Taxi owners are not magic in that they can run an accessible service for less money than the city where the city has ample high paid advisers and managers to streamline the accessible service as much as they can. A one time payment to a taxi driver to cover hardware installation and costs is not sufficient to sustain this idea and will result in failure as it has in the past. Take this back to the drawing board, apply cost accounting principles and practices to the scenario and arrive at a better and more sustainable idea than the one presented. This current scenario may be good for the City's bottom line, but it will have devastating results on the disabled community, the taxi industry and individual owners who think they are going to be able to make this work on a long term basis. |
| 47. | taxi owner licence must be transferable to the owner. this makes it easy to the city, just like other cities are doing. let the market determine. |
| 48. | I am driving taxi for 9 years and waiting for Rooflight and now after long wait you tell me go buy accessible taxi which cost 55000 dollars and I can not do that. I get between 15 to 20 calls in a month with walker and no vans ,if you don't care about taxi drivers what about this people ? They are disabled too and they can not get into accessible taxi. Few years ago we had 5 accessible taxi now we have 50 and you want to make 1000?? Nice move!!!! Because do few people who want this happen and make large money ,you want to destroy hundreds of lives,hundreds of jobs. You want to create jobs or destroy jobs????? Why you bring people to this province? We have jobs but you want to kill the taxi business |




| # | Response |
|-----|--|
| 49. | Yes, I believe that we should be treated the same as metro transit/ delivery drivers when providing a public service . |
| 50. | Limos are allowed to advertise their availability and taxis are not. There must also be a limit put on limos because they are a back door taxi. Limos should not be allowed to pick up at hotels unless called by clients and not sit in the lobby waiting for people with luggage to come down. The limo fee for an airport run should much more than the taxi fare also. |
| 51. | we need no changes |
| 52. | Make it one zone |
| 53. | allow temporary "for hire" licences. This industry needs more younger drivers but licencing process takes too long. People will easily find employment elsewhere. Most trades have apprentice programs to educate and train new workers, this one doesn't. |
| 54. | I took advantage of loop hole and now I regret it. im almost bankrupt wih this stupid van. and now you want to force people to buy one. have some damn respect!! |
| 55. | <p>I am the owner of two taxi licences.</p> <p>Like a fisherman, i would like to have the option to sell my licence in an open market as a means of having some retirement fund. Otherwise we have nothing... unlike you beaurocrats who have a comfortable retirement.</p> <p>All will agree we work long hours in a dangerous job and give the best years of our life serving HRM.</p> <p>Why are we second class citizens who retire with a bad back and other disabilities facing poverty ?</p> <p>Its much more fair in other cities where drivers get something when they trade their licence for whatever reason.</p> |
| 56. | [REDACTED] |
| 57. | the population of ns I in decline I have seen 4 shops close downtown in the last few weeks . people just do go out like they used to ,to expensive taxis are backed up 10 deep on the stands on the weekends have been driving 40 years never seen it this bad |
| 58. | no changes are needed. [REDACTED] |

APPENDIX B – SURVEY RESPONSES – LICENSED DRIVERS


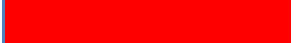





To help us ensure your responses are directly related to your interests in this consultation process, please tell us which of the following best describes your involvement with taxi and limousine services within the Halifax Regional Municipality

| Response | Chart | Percentage | Count |
|-----------------------------|--|------------|-------|
| I am a licensed taxi driver |  | 100.0% | 153 |





1. In a typical month, how many days do you usually drive a taxi?

| Response | Chart | Percentage | Count |
|------------------------|---|------------|------------|
| Fewer than 10 days |  | 4.7% | 7 |
| 10 – 20 days |  | 8.1% | 12 |
| More than 20 days |  | 87.2% | 130 |
| Total Responses | | | 149 |

2. In a typical week, please indicate the days on which you usually drive taxi?

| Response | Chart | Percentage | Count |
|------------------------|--|------------|------------|
| Monday |  | 81.6% | 120 |
| Tuesday |  | 83.0% | 122 |
| Wednesday |  | 91.8% | 135 |
| Thursday |  | 95.9% | 141 |
| Friday |  | 98.6% | 145 |
| Saturday |  | 93.9% | 138 |
| Sunday |  | 68.7% | 101 |
| Total Responses | | | 147 |

3. In a typical week, how many hours do you normally drive a taxi?

| Response | Chart | Percentage | Count |
|------------------------|---|------------|------------|
| Fewer than 20 hours |  | 3.4% | 5 |
| 20 hours to 39 hours |  | 11.4% | 17 |
| 40 hours to 59 hours |  | 43.0% | 64 |
| More than 60 hours |  | 42.3% | 63 |
| Total Responses | | | 149 |

4. Over the course of a typical year, please indicate the months in which you usually drive a taxi?

| Response | Chart | Percentage | Count |
|------------------------|-------|------------|------------|
| January | | 95.9% | 142 |
| February | | 97.3% | 144 |
| March | | 99.3% | 147 |
| April | | 98.0% | 145 |
| May | | 98.0% | 145 |
| June | | 95.3% | 141 |
| July | | 93.2% | 138 |
| August | | 93.9% | 139 |
| September | | 100.0% | 148 |
| October | | 100.0% | 148 |
| November | | 100.0% | 148 |
| December | | 98.0% | 145 |
| Total Responses | | | 148 |


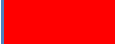

5. In your personal view, is the current limit of 1,000 conventional owner's licenses in Halifax?

| Response | Chart | Percentage | Count |
|---|-------|------------|------------|
| Too many, there should be fewer licenses | | 22.4% | 33 |
| About right, the market seems to be served well | | 66.0% | 97 |
| Too few, there need to be more licenses issued | | 11.6% | 17 |
| Total Responses | | | 147 |




6. As a licensed driver are you also on a waiting list to obtain a conventional owner's license?




| Response | Chart | Percentage | Count |
|------------------------|-------|------------|------------|
| No | | 15.4% | 23 |
| Yes | | 84.6% | 126 |
| Total Responses | | | 149 |

For which zone or zones are you on a waiting list for a conventional owner's license.




| Response | Chart | Percentage | Count |
|------------------------|---|------------|------------|
| Halifax |  | 90.5% | 114 |
| Dartmouth |  | 32.5% | 41 |
| County |  | 18.3% | 23 |
| Total Responses | | | 126 |

If the proposed change to eliminate the current waiting list is eliminated, how likely would you be to acquire an accessible vehicle and apply for an accessible taxi license? Please select to the one response that best describes what you would expect to do.

| Response | Chart | Percentage | Count |
|--|---|------------|------------|
| I certainly would do that as soon as the change came into effect |  | 7.3% | 9 |
| I might try to acquire an accessible taxi and get a license sometime in the future |  | 6.5% | 8 |
| I would be very unlikely to try to acquire an accessible taxi and license |  | 86.3% | 107 |
| Total Responses | | | 124 |

| Response | Chart | Percentage | Count |
|---|--|------------|------------|
| I certainly would do that immediately, as soon as the change came into effect |  | 61.5% | 75 |
| I would prefer to try to get an owner's license sometime in the future |  | 14.8% | 18 |
| I would be very unlikely to try to acquire a taxi and owner's license |  | 23.8% | 29 |
| Total Responses | | | 122 |

7. If the proposed by-law changes come into effect, would you expect the total number of taxis active in HRM to ...

| Response | Chart | Percentage | Count |
|------------------------------------|---|------------|-------|
| Increase significantly and quickly |  | 43.3% | 58 |
| Increase gradually over time |  | 23.1% | 31 |
| Remain about the same |  | 33.6% | 45 |

| | |
|------------------------|------------|
| Total Responses | 134 |
|------------------------|------------|

8. In your personal view, if the proposed by-law changes come into effect, would you expect the impact on the taxi business in Halifax to be ...

| Response | Chart | Percentage | Count |
|--|-------|------------------------|------------|
| Positive | | 12.4% | 17 |
| Negative | | 79.6% | 109 |
| The changes would have no significant impact | | 8.0% | 11 |
| | | Total Responses | 137 |

Do you ...

| Response | Chart | Percentage | Count |
|---|-------|------------------------|------------|
| Agree with keeping the status quo, no changes to the current system | | 51.5% | 69 |
| Agree with the proposed changes to Sections 7, 8 and 9 | | 6.7% | 9 |
| Don't know / Have no opinion / Can't answer | | 8.2% | 11 |
| Believe there need to be changes, but disagree with the proposed changes to Sections 7, 8 and 9 | | 33.6% | 45 |
| | | Total Responses | 134 |

If you believe that there need to be changes, what changes would you propose that have not yet been suggested?

| # | Response |
|----|--|
| 1. | Many license owners do not drive taxi anymore. I have been on the waiting list for about 10 years. It is time for me to get my own license and not pay someone \$500 for just sitting at home and actually making me pay for his renewal fees. |
| 2. | Give all full time drivers a rooflight. |
| 3. | <p>Limitation of taxi owner licenses has created an inappropriate black market for these licenses. Rooflight owners have too much say and control over our daily operation and in many cases jeopardize our long term working security.</p> <p>There needs to be reform, and control needs to be regained from rooflight rentals but forcing all of us in the industry to drive an accessible van is not an acceptable solution.</p> <p>The costs of purchasing and maintaining an accessible van is very high and would be a burden on many taxi drivers. There are also major training gaps and associated liability risks in operating an accessible van. Until such time as proper provincial or city training is put into place and the costs</p> |

| # | Response |
|----|---|
| | of purchasing/operating these vans are addressed the city should not be mandating what type of vehicle I must drive. |
| 4. | <p>I believe that the three taxi zones should be eliminated. There should be one zone for all taxi services within HRM. The current number of vehicles seems to be adequate although with the freedom to move throughout the HRM more cars could be added with minimal impact on current drivers.</p> <p>Regarding the changes to only issue new accessible licenses, it places undue burden to all new taxi owners to operate an accessible vehicle as a taxi on a daily basis. While the service should be offered to those who require it, the demand does not outweigh the cost put upon the taxi owner to purchase and maintain such a vehicle for daily use.</p> |
| 5. | <p>1) I believe that issuing owner licences to every currently active driver is a much better option. Currently active being a key element.</p> <p>2) In parallel, the cap on roof-lights/vehicle licenses should be that of the total sum of drivers (current driver licenses). While driver licenses, should be capped at a certain number above new vehicle licenses caps. e.g. 1000 vehicles cap & 1250 driver cap. While I don't have time to evaluate the following; caps should be adjusted every few years. E.g. 3-5 years. Things to consider is population growth within the city.</p> <p>3) Perhaps current inactive (does not drive) owners can be given the option to start driving.</p> <p>4) Actively working owners are not impacted in terms of license.</p> <p>5) Drivers (non owners) would be issued a roof-light/vehicle license.</p> <p>6) There will be financial impact;</p> <p>a) More drivers = less revenue on the surface. However, drivers that either rent cars or roof-lights, would save on expenses of such rentals. This allows for competition as well which proves to be a better driver for the industry in general rather than vague regulations.</p> <p>b) Owners who rent vehicles would still have the option to rent as the driver cap is higher than vehicle cap.</p> <p>7) A waiting list similar to existing would be maintained to account for excess drivers. i.e. as vehicle license owners exist the market, a driver who does not have a vehicle license, would be granted one based on the waiting list.</p> <p>8) Evaluate the need for accessible taxis and encourage taxi companies to address market/consumer needs. This has to be done on exact figures; e.g. hours of operation, how often is there a need? etc. Numbers should be in excess of actual need. Some other incentive can be offered to accessible taxi owners. Such as a different waiting list, financial incentive in vehicle conversion as it's expensive and is costly to operate (gas expense).</p> |
| 6. | Limit accessible taxes |
| 7. | Inquire about changing Motor Vehicle Act. The wordings of the act have been twisted to city staffs desires. Also, neither the MVA nor by-law T-1000 states that accessible taxi's can pick up non-pwd passengers. For better service to PWD, all accessible taxi's should only do PWD calls. |

| # | Response |
|-----|---|
| 8. | The Motor Vehicle Act nor bylaw T-1000 states an accessible taxi can pick up both PWD and non PWD passengers. For better service all accessible taxi's should ONLY pick up PWD passengers. |
| 9. | Toronto model which is a person who has been driving for 10 years full time (tax statement required) should be entitled to get a license. Up to date about 80 accessible taxi license issued but just about 45 are active the reason is affordability and there is no demand in the market therefore why the person in waiting list should be force to have one? |
| 10. | Any one own a taxi Rooflight and does not apparat it(work under the light) , In other way is renting it..should take the Rooflight from him or from her.. Any one wants to own a light has to work with the light.. No MORE renting. |
| 11. | I like the idea of proposing a change to the above sections to an extent. My suggestion would to be make a single queue for all the new licenses and they should only be issued accessible license which should not be restricted to any of the zones. This would encourage in increasing the accessible taxis in the HRM. But also, the restriction for non-accessible taxis should still be in effect because anyone who is the owner of both accessible and one other zone rooflight would only drive non-accessable car because it is hard to drive accessible van and absolutely it is more costly. If the zones in case gets open without any restriction, this would result in decrease of accessible taxis in the city. So, I suggest here to keep the zones restrictions as it is already there but in future only issues accessible rooflights which is not restricted for any zone instead of issuing for a particular zone. Good luck and thanks in advance. |
| 12. | I believe, that the city does not need more accessible taxis than the current number, plus there should be a limit for the number of accessible taxis, for instance a maximum of 50, and simply reduce the number of conventional taxi licenses from 1000 to 950 to create room for accessibles. |
| 13. | buy and sell roof light. that can give my my job security in this industry |
| 14. | There are people who own several roof lights and rent them for prices that are too high, and the roof lights that are not used should be taken to be given to the waiting list for taxi drivers. Raising the number of accessible taxi is not comfortable for a lot of people, like seniors getting in and out also there are not used as often. |
| 15. | [REDACTED] |
| 16. | To drop the number of taxi's. The taxi industry has become over saturated and the driver is being denied the right too earn a decent living. For some reason the "powers that be" seem to believe that the Halifax Taxi Industry is similar to the NY industry; in which as soon as we drop off that there are ten people just waiting too jump in the taxi. Nothing could be farther from the truth. I have seen myself wait anywhere from 5mins to 2 hours to get a fare and that fare may only be \$5.00. We the drivers are self-employed, we don,t have "gold-plated pensions". Overhead is high. \$98.00 per hr for car repair plus parts. HST, Office rent, commercial insurance, gas, replacement of car if necessary. In the 43years that I have been driving only3 times have I gotten a wheelchair. So I question why do we need so many vans. Then to entertain the belief that all |

| # | Response |
|-----|---|
| | the cabs should be replaced with Access Vans is insane. Who is going to cover the cost of these vans? I am sure that there are many people will have a problem getting in and out of these vans. We are NOT making the money that some people believe that we make. I, myself am down 300 calls per month because there is just too many taxis and not enough enforcement. |
| 17. | There have been drivers like me waiting for the owner license .i.e our own roof light for more than 10 years. If licensing authority wants to bring some changes they should keep in mind for the welfare of the drivers. |
| 18. | Staff needs to start listening to drivers |
| 19. | Maintain current list. Establish a list for accessible taxis. As our population ages, accessible taxis are too hard to get in and out of from a senior citizens perspective. There are 10 times more requests for regular car taxis in Halifax than accessible taxis. Cap the accessible taxi list. |
| 20. | IN ALL THE YEARS I DROVE A CAB ,THE PEOPLE WHO WORK IN THE INDUSTRY ARE NEVER LISTEN TO WHY IS THIS ANY DIFFERENT.13894 CALLS FOR NO VANS IN A 90 DAY.THAT IS OVER 55000 PER YEAR.WHY ARE CABS AND LIMOS WHO WORK THE AIRPORT LICENESE BY CITY WHEN THEY SHOULD BE DONE BY AIRPORT AND BE ALLOWED TO WORK THE AIRPORT ONLY.HOW COME LIMO'S ARE NOT DOUBLE THE PRICE OF CABS. |
| 21. | i am waiting for rooflight over 8 years and in whit in this 8 years i have been working every day and pay \$ 400 amonth and hoped to get my owen rooflight and now city wanna tell me there is no waiting list . ?? no rooflight !!!?? they wanna tell me if you have money go get the accessible car wich cost \$40000 or get the hill out of here . simply they wanna put people like me on the garbage ???? after that please don't talk about hummanright and justice and democracy..... |
| 22. | Establish a vision for the industry (totally lacking right now or, poorly articulated). Regulate the industry in such a way that: a) the public is served adequately and, b) allows drivers to own their business and be able to buy/sell licenses. Let the market decide. Be pro business, think the Iveny Report, be bold, empower the drivers to become true entrepreneurs. |
| 23. | thanks |
| 24. | Hello, As an experienced Halifax zone taxi driver for over 13 years I confidently disagree with the proposed changes to sections 7,8 and 9. due to too many valid reasons. Taxi clients are divided into the following sectors & will be effected as follows (Out of my experience): - Local Residents (Excluding seniors) : 35 % (Will be served at lower standard due to the the size of the vehicle being too large to maintain clean by the driver and leftovers being left behind from the previous clients. Another major reason is to not to have to force our citizens to ride in a "VAN" |

| # | Response |
|-----|---|
| | <p>and give them their personal choice to choose what they ride in as most request and prefer a sedan over a "VAN" for their transport).</p> <ul style="list-style-type: none"> - Students : 37 % - Will be served at lower standard due to a large number of students entering the vehicle at once and the driver is unable to maintain full cleanness of the vehicle during the shift. - Handicap/ Physical Disability (Including Service Dogs Clients): 3 % - Will be served as they are being served now by the 40+ Accessible Vans and public Accessible Transportation buses. - Seniors: 25 % - High percentage of seniors request "NO VAN" due to its height and difficulties they face during entering and exiting. (Seniors will face difficulties with transportation and will lead to huge negative effects over the years). - (Summer Season) Tourism: 60 % - High percentage of Tourists request only sedan and are over the age of 50, travelling in a VAN is not an option in most cases. <p>**The overall condition of a VAN is not easily maintained mechanically and appearances wise which will result in having poor and unreliable taxi's in Halifax which will effect our city negatively over the long run.</p> <p>As for the alternative proposal I do agree with. There is too many unactive and unlicensed and non-residents rooflight owners and they equal more than the active drivers. I would recommend to give (1- All zones rooflight) to all fully licensed drivers on the waiting list and with over 5 consecutive years holding a taxi license.</p> <ul style="list-style-type: none"> - All zones are opened completely at all times and run as one big zone. - No owner should own more than 1 light due to the taxi license limitation by city law. - All unactive drivers meaning drivers that do not currently hold a valid taxi drivers license should not be permitted to still own the rooflight. <p>To solve the risk of losing most Accessible "VANS", a bylaw should be implemented on all major taxi companies (fleet over 100 taxi's) to hire a specific amount of "Accessible vans" in their company which will result to at least 20-30 cars per company to equal 100+ Accessible "VANS" in the HRM. Taxi Companies will have to offer a special rate to the driver to achieve required number of Accessible Taxis.</p> <p>Thanks for your time, <div style="background-color: black; width: 20px; height: 15px; display: inline-block; vertical-align: middle;"></div> <div style="background-color: black; width: 150px; height: 15px; display: inline-block; vertical-align: middle;"></div></p> |
| 25. | I can't afford to run my cab now. Now you expect me to buy an accessible van? |
| 26. | I would like to suggest that taxi drivers who drive fulltime, they should get an owner license. If any driver needs to lease an owner licence for a particular circumstance then it should be possible for them to lease directly from the municipality and pay the lease amount to Taxi and Limo Commission instead of other owners of licence. Also I suggest that any business or taxi driver should not get more than one owner license. That way people of halifax get a greater service level as well as better quality of vehicles. Also, taxi owner licence should not be sale-able at an unreasonable price because this may make it very difficult for new drivers to acquire a taxi owner license. Also, after a taxi driver who is also an owner of license retires, it should be required that |

| # | Response |
|-----|--|
| | they sell the license at a price set by Taxi and Limo Commission so that other drivers do not have to rent the owner license at unreasonable amounts and can acquire it at a reasonable amount from retired drivers. |
| 27. | [REDACTED] |
| 28. | obtaining a roof light should not be restricted .most of the drivers on the industry right now renting their roof lights and working hard for people who sitting at home and collecting cash . if you open the licenses to whoever works after meet the requirements, The market will balance itself and people who don't work will be out .Drivers will own their Owen cars and therefore they can put newer cars and work less hours and this is deferentially will reflect on better serves .I know personally more than 25 drivers renting and work more than 15 hours a day and the at the end of the week give the cash to the owner of the roof light >this system is corrupt and unfair .Its a new face of slavery .I have a master degree and three other degrees and work hard but renting from someone who is sitting at home with a high school diploma >long story short if you are really seeking a positive change talk to us ,listen to usreal gears of this machinereal taxi drives the core of this business > |
| 29. | Remove the people that are trying to implement changes to a system that is working just fine. I do not understand why you would flood the industry with accessible taxis when there is very little demand for the ones in serve now. Send someone out into the taxi industry to research the demand for accessible taxis before trying to implement whole sale changes to a system that is working just fine. |
| 30. | No more leasing. Any one own a roof light should drive it. |
| 31. | one driver, one license. no monopoly to any one. |
| 32. | 1- limited number of accessible cab to each zone (25%) only. there no demand. 2- no one can have 60+ licenses regardless how and when he got them. |
| 33. | We need old taxi commite back. current liasen group is terrible. |
| 34. | Restrict the taxi roof light owners to either drive taxi himself or surrender the roof light, so that another fresh driver start driving it. |
| 35. | The accessible market is very small and there should be a cap on the number of licenses issued . |
| 36. | Issue licenses to all on the waiting list. Then change current status so that anyone wishing to be a taxi operator in the future has to drive under that roofline or forfeit the license, as it should have been from the start. Seems to me that HRM is protecting people who hold multiple licenses. It also would appear that certain councillors are benefiting indirectly from leased rooflights. |
| 37. | Leave industry alone. I chose to not get my own accessible or conventional because indurty will be doomed. There are already too many cabs on the road.!!! |
| 38. | I would like to see the medallion system. There are too many 'old' drivers. If older guys/gals could sell their license and get a fair price for them they could retire and let younger/new drivers come off of the current waiting list. |
| 39. | Every one own a roof light have to drive it.. |

| # | Response |
|-----|---|
| | No more leasing... |
| 40. | Address the waiting list. Some people have more than one owners license, and don't drive taxi. Why does a new driver have to wait 30+ years for a licence. The law should be one driver one license use it or lose it! |
| 41. | bring back old taxi comite with councillor present |
| 42. | License everyone on the lists. Eliminate leasing. Cap accessible to 20 or less |
| 43. | <p>Unless a taxi driver is actively working he/she should not hold a taxi owner's license and rent it. As things stand now, when a taxi owner wishes to rent his/her rooflight a select few individuals with the monetary means immediately rent the said rooflight from the owner and puts it on a car and renta it as a package, essentially monopolizing rooflights. Taxi drivers who rent cars with rooflights from those "taxi lords" often find it difficult to find a rooflight and end up stuck renting from them too long, adding unnecessary stress and anxiety and forcing them to drive extended hours well beyond what would be considered safe.</p> <p>Having unlimited accessible taxis seems to be a rather drastic change. The cost of buying an accessible taxi and the maintenance cost and the added fuel consumption would render taxi driving a less appealing proposition.</p> <p>I would propose as a tentative solution issuing rooflights to those on the waiting list which would consequently break the current monopolies of "taxi lords". Business might suffer initially due to the added number of taxis, but an equilibrium will be reached after a while.</p> |
| 44. | No changes to industry. Leave it alone. |
| 45. | The most important thing is. Any Rooflight taxi owner has to drive there own Rooflight. Its not fair they renting it to some one else.. |
| 46. | One rooflight owner . Evrey taxi driver own one light |
| 47. | I should have my own rooflight . |
| 48. | I have been on the waiting list for a taxi since 2004. I believe it would be an unfair advantage for current taxi licence owners over new owners as the costs to make a vehicle accessible would outweigh the advantages. As taxi cars have a short life span because of the high usage and mileage, they need to be replaced every few years. I see that owners of accessible taxis will try to minimize the operation costs and will try to keep their vehicles in service even if they are sub-standard and put the general public at risk. |
| 49. | provision to people on waiting list ie. issue owners licences for those have been waiting for long and even overdue. |
| 50. | My name is [REDACTED].i am driver taxi over 24 years.about 12 years ago i did mistake driver with out insurance.then they cancel my licence.then i put my name in the waiting list.about 12 years from now.my number coming soon.now they changes the law .that not good for me.in 25 years in taxi drivers that mean after i have nothing. |

| # | Response |
|-----|---|
| 51. | Maybe it would be better to stop releasing accesible taxi ownership at the moment and instead giving about 50 more ownership licence. |
| 52. | I wish you will take owners licence and give to the currently drivers, for example I pay every month for my rooflight owner 420 \$. I can pay that money to the HRM budget, but I want to be owner of this rooflight, but I cannot offer finance to buy an accessible van... |
| 53. | For the taxi drivers who have a roof light, if they have a vehicle operating for this business they can keep their roof light. If for some reason they discontinue operating under the roof light, they should give back the roof light to the city. The city should issue back the roof light to a driver who is seeking to operate as a taxi driver. Eliminate the rentals of roof lights and issue additional accessible roof lights. |
| 54. | Drivers who are on the waiting list for their owner license should be valid for their license. Some of drivers have been waiting for their license for more than years and it is not fair to those drivers. Therefore the new law should only be applied to those who are new to taxi industry. |
| 55. | if the current system change please remember over 7000 taxi driver family's will go starving to death, over 100 taxi driver from 9 -14 years on waiting list after those years are you telling us to eliminate the waiting list? you think is that fair? if you really need change give out atleast 100 rooflight for the long times on waiting list thank you |
| 56. | Give everybody taxi roof light who has full time taxi license and register to driver and car |
| 57. | Limit the number of accesible licences based upon a percentage of customers that would need the service. |
| 58. | One owners license for each active driver. |
| 59. | Those of are who have been driving for the last 10 years, we should be entitled to aquoer an owner licence |
| 60. | I believe the Taxi market should be open to anyone who holds a proper taxi license. I have been waiting for 12 and a half years to own my own roof light, and despite waiting for this long people who have started after me have received their own roof lights showing the system is flawed. |
| 61. | There should be no limitation |
| 62. | I believe there should be a regulation on the number of accesible taxis. |
| 63. | you have to make sure that when u r handing out the accesible licenses that the driver receiving that license is actually going to move disabled people. right now that is not happening. |
| 64. | Start a real Democratic Taxi Commission that is not part of HRM politics! |
| 65. | I have been a licensed taxi driver in Halifax for 10 years. This is how I support my wife and 2 children. I drive 7 days a week in order to barely get by and I'm tired of living in fear of having my familys livelihood taken away. all I want is the oportunity to continue to serve my customers. I drive for several of the citys small options group homes, they rely on me quite heavily to service the special needs of their and it has been my pleasure to do so for several years now. they have expressed some anxiety over the possibility that I may be forced out of business and obviously I share their concern. it's bad enough that I am unable to obtain my own owners license to serve |

| # | Response |
|-----|--|
| | this group, but the idea that I may not at all be able to continue is just absurd. I don't have \$50,000 to purchase a wheelchair van, nor would I be able to as these specific clients that I drive are unable to get into a van. I'm tired of looking at my children and wondering if I'll still be able to provide a decently comfortable life for them, I'm tired of wondering if I'll lose the ability to service my customers. At the very least, the waiting list should be kept in place. I've spent 10 years, nearly a third of my life building my business and waiting for my own rooflight, and the idea that that was a fruitless decade is beyond sense or reason. |
| 66. | [REDACTED] |
| 67. | To all Genius, servant of Halifax citizens If you would not increase the number of conventional taxi license base on the increasing of population, please do not give any more accessible taxi licenses because the the people who need accessible taxis in halifax not even made up 5% of the populations, so with 46 accessible cabs more than enough for this city please think about green city protect the environment, do not pollute this city with those big van, please remove those junk, SALVAGE out of halifax. This city will be name HANDICAPPED CITY, when cruise ships 's tourists seeing it. |
| 68. | Allow roof lights to be transferable |
| 69. | accessable taxi are not doing wheelchairs. They are refusing to pick up. Using the loop-hole to obtain an owners liscence. By allowing out of zone drivers into Hfx, {that's where the nighttime business is } Dart + county isn't being served at night. |
| 70. | Halifax is not a ney York or Toronto. Halifax is Halifax. All accessible service is a ridiculous idea. |
| 71. | limitation of ownership licence. Allowing one individual or corporate body to own more than two or three ownership licence seems to be a little bit unfair to others. |
| 72. | status quo |
| 73. | list remains but becomes number of years example 10 years driver knows when his light comes up on the date after 10 years of service id say the driver is serious about his job leasing or renting except for grandfathered cases should be eliminated wheelchair vans do have their place leave this open for those that can afford to buy a van they should also be trained on their equipment all new convental drivers should start with aris he should be allowed to have as many vehicles as to accomodate drivers years in the future ounce he is gone the city could open tender for someone to take his place structre the whole thing a--this is where you start b this is where you get your reward for 10 years of good service also please include at least one question on winter driving on the taxi exam on question 7 i believe this will greatly immediatly reduce the number of drivers i for one will be done and forced to either go to uber carshare or metro transit if there is no reward for years put in then i can see no sense staying the years of experience is what makes a good cab driver and makes halifax look good |
| 74. | [REDACTED] |
| 75. | 1. Limit the taxi owner licenses to one per driver and stop the unlawful practice which is taking place now |

| # | Response |
|-----|--|
| | <p>2. Put a limit to the number of accessible taxis according to the percentage of the handicapped persons in the community.</p> <p>3. Put a hold in adding new names to the waiting list for a few years.</p> <p>4. Open the Taxi zones and limit the waiting list to one.</p> |
| 76. | no changes are required |
| 77. | I think the prudent thing would be to maintain a balance that provides choice to the consumer while addressing the needs of people with disabilities. The waiting list needs to be addressed. Issuing more licenses while keeping a limit and zones I think would help to move the list faster. |
| 78. | <p>As a driver I am renting roof light from someone and the person is having another job. Driving cab is my living. If I have my own roof light I can put my own car that will motivate me, save me some money and will be very beneficial for me and my family. All taxi drivers who are currently working should be issued taxi owners license as most of us are renting roof light from owners who are having another job or doing some other businesses. We are serving the community and working hard and I think every driver deserves to have his own roof light. Once roof lights are issued to all working drivers than the Taxi commission can work on accessible taxi for future issuing roof light.</p> <p>Also I request and suggest that if the taxi commission should call the drivers to get their opinion as most of the drivers don't know about the online survey and don't give their opinion due to their work load or busy with their life or not being aware of what the current proposed by law changes can affect them. Some drivers feel hard to fill up the survey form. But all of the taxi drivers I talked to are very much interested in getting their own roof light. By calling them they can be asked whether they would be interested in getting their owl roof light or status quo. they all would want to have their own roof light. I would really appreciate if the taxi commission considers giving roof light to all the drives would are currently working in taxi business.</p> <p>thanks</p> |

10. Are there any other issues or concerns you have about the taxi industry that you think we should consider as part of this consultation process? | No

| Response | Chart | Percentage | Count |
|------------------------|---|------------|------------|
| True |  | 40.6% | 54 |
| False |  | 59.4% | 79 |
| Total Responses | | | 133 |

10. Are there any other issues or concerns you have about the taxi industry that you think we should consider as part of this consultation process? | Yes , please describe

| # | Response |
|----|--|
| 1. | Many seniors said that they cannot enter those accessible Vans. They are expensive to purchase and to maintain and not environmentally friendly. If anything, we need less of those around the |

| # | Response |
|----|---|
| | city. Many of the ones on the road now are almost always being used as conventional taxis most of the time. |
| 2. | The state of the taxi industry within HRM is relatively strong. However the amalgamation of the taxi zones would alleviate some issues. The addition of accessible taxis is not the answer. As it stands, the current number of accessible vehicles is sufficient to service that market. I have been in business for over 2 years and in that time have fielded thousands of calls for all types of vehicles and services. In that period of time I have not received a single call for accessible services. That would lead me to believe that the market for accessible vehicles is very small in contrast to the rest of the consumer base. Therefore the costs associated with purchasing and maintaining such vehicles puts more burden on the taxi owner. Those of which as predominantly independent and require their vehicles to be reliable and maintenance minimal. |
| 3. | - taxi stands are often dumping grounds for snow removal. - no enforcement of out of zone taxi hours. |
| 4. | Limit accessible taxes |
| 5. | YES. Accessible taxi drives take advantage of loop hole. Only allow accessible drivers to do accessible only calls. This would give the best service possible to PWD. |
| 6. | 1 supply is a way exceeded the demand 2 find a way to yank the license that is not in use full time (tax assessment) 3 the taxi industry in halifax depend on students and seniors and none of these groups like to use accessible taxi 4 i like halifax image to be a fun, exciting, and vibrant city but the accessible taxi doesn't represent those 5 TLLG should not be consulted behalf of the driver's since we did not elect them |
| 7. | I'm a taxi driver for more eleven years and I'm still waiting in the list to get my own Rooflight , I don't think its fair to cancel the waiting list just like that..And I can't afford to buy an accessible taxi they are expensive for me..and 90% from the driver who driving accessible taxi they have been driving for 4 years or lees ..any one can get the accessible taxi Rooflight any time ..why I have to be removed from the waiting list, this is some kind of discrimination .some have city Rooflight and some have to take the accessible taxi Rooflight..basically take it or leave it..this not good for the taxi business.. Plus how many old people seniors can't get into a van.. |
| 8. | I believe that the taxi office should not accept new applications for taxi drivers unless there is a taxi owner license available for applicants at the time of issuing. I believe that there are some people in the city that hold two, three, or even more licenses currently, thus the city should impose some law that allows each individual to have only one roof light, which may aid in reducing the number of people on the waiting list. There are many people that have been on the waiting list for years, and it's not right for those who have waited so long to simply not be able to receive their own licenses. |
| 9. | Raising the number of Taxi to be added quickly, but closing the zones. |

| # | Response |
|-----|--|
| 10. | It would be better if any Taxi Driver who has working full time and this is only job for him give him the Rooflight. Why we have to pay rooflight's rent for the Ex-Taxi driver who are not working as a Taxi driver . |
| 11. | Yes Hire more bylaw officials to have more control over thing in the city after hours |
| 12. | If everyone on waiting list is issued rooflight, a lot more than 25-100 taxis would enter the industry. Try 300-400. Also, who said it would be absordbed easily??? Halifax has one of the highest ratios of taxi's percustomer in Canada. Us drivers are already having a hard time as it is. |
| 13. | For persons who have been on the waiting list for ten plus years, the premise of eventually getting a regular taxi license is now being challenged. I can guarantee that a class action lawsuit will be launched by those who over the years have played thousands of dollars to lease roof lights from people who have these lights and have never driven taxi. These people have waited on the premise of eventually getting a regular taxi license, and to change this now would be a gross miscarriage of justice. Suffice it to say that if the list for regular taxi licenses is deleted, there will be a war out there. |
| 14. | THERE SHOULD BE MADELLION SYSTEM,ZONES SHOULD BE CLOSED,SINCE SMOKING BYLAW 17-19 BARS HAVE CLOSED WHY ARE ZONES OPEN ,ONE REASON GIVEN FOR OPEN ZONES WAS TO CUT DOWN ON POLLUTION NOW YOU WANT US TO BUY GAS PIGS TO POLLUTE EVEN MORE.THE LIES WE SEE |
| 15. | [REDACTED] |
| 16. | lack of transparency. don't know who's agenda is being dictated overall distrust the municipality should take a step back and consider other models (don't have to reinvent the wheel -plenty of jurisdictions in Canada which offers examples |
| 17. | having accessable taxi's actually accept thier calls and with a more helpful attitude |
| 18. | once retired I think their roof light should be given to someone who has been on the waiting list. |
| 19. | Hello, As an experienced Halifax zone taxi driver for over 13 years I confidently disagree with the proposed changes to sections 7,8 and 9. due to too many valid reasons. Taxi clients are divided into the following sectors & will be effected as follows (Out of my experience): - Local Residents (Excluding seniors) : 35 % (Will be served at lower standard due to the the size of the vehicle being too large to maintain clean by the driver and leftovers being left behind from the previous clients. Another major reason is to not to have to force our citizens to ride in a "VAN" and give them their personal choice to choose what they ride in as most request and prefer a sedan over a "VAN" for their transport). - Students : 37 % - Will be served at lower standard due to a large number of students entering the vehicle at once and the driver is unable to maintain full cleanness of the vehicle during the shift. |

| # | Response |
|-----|--|
| | <p>- Handicap/ Physical Disability (Including Service Dogs Clients): 3 % - Will be served as they are being served now by the 40+ Accessible Vans and public Accessible Transportation buses.</p> <p>- Seniors: 25 % - High percentage of seniors request "NO VAN" due to its height and difficulties they face during entering and exiting. (Seniors will face difficulties with transportation and will lead to huge negative effects over the years).</p> <p>- (Summer Season) Tourism: 60 % - High percentage of Tourists request only sedan and are over the age of 50, travelling in a VAN is not an option in most cases.</p> <p>**The overall condition of a VAN is not easily maintained mechanically and appearances wise which will result in having poor and unreliable taxi's in Halifax which will effect our city negatively over the long run.</p> <p>As for the alternative proposal I do agree with. There is too many unactive and unlicensed and non-residents rooflight owners and they equal more than the active drivers. I would recommend to give (1- All zones rooflight) to all fully licensed drivers on the waiting list and with over 5 consecutive years holding a taxi license.</p> <p>- All zones are opened completely at all times and run as one big zone.</p> <p>- No owner should own more than 1 light due to the taxi license limitation by city law.</p> <p>- All unactive drivers meaning drivers that do not currently hold a valid taxi drivers license should not be permitted to still own the rooflight.</p> <p>To solve the risk of losing most Accessible "VANS", a bylaw should be implemented on all major taxi companies (fleet over 100 taxi's) to hire a specific amount of "Accessible vans" in their company which will result to at least 20-30 cars per company to equal 100+ Accessible "VANS" in the HRM. Taxi Companies will have to offer a special rate to the driver to achieve required number of Accessible Taxis.</p> <p>Thanks for your time,</p> <p>█ █</p> |
| 20. | listen to drivers for once!!! |
| 21. | █ █. Can barely make ends meet!! |
| 22. | Why was these changes considered? Was there a general outcry from the public that there should be some sweeping changes to the taxi industry? Why is it necessary to swamp the taxi industry with accessible taxis when there is very little demand for the ones in place now? There is nothing wrong with the system as it is so why change it? |
| 23. | I'm driving for more than 10 years and I'm still waiting to get my own roof light. And I'm happy to wait in the list. But not a accessible roof light. If I want to get one i done that years and years ago. |
| 24. | not every customer wants to be in a van, most people hate it. |

| # | Response |
|-----|---|
| | vans are unsafe (specially in winter) and they were not originally designed to handle the extra weight. it consumes way more gas and the engine, gears, suspensions fails way before they should. |
| 25. | its a hand to mouth job and its hard as it is. issuing laws from desks based on concepts, romantic ideas and politically correct opinions do not apply to real life. we try to provide high standard service while under high pressure (financial, safety, cops, drunks, competition, snow, gas prices..etc). PLEASE do not make it harder to us, we are people too. thank you. |
| 26. | liasen group doesn't serve taxi drivers well. Bring taxi commite with a councillor back!! |
| 27. | We recieve a number of calls with customer request for "NO VANS". Please keep that in mind before deciding about switching all taxis to vans. |
| 28. | there will be big disappointment for the driver who are on waiting list morthan 9 years and hoping to get own rooflight , if u want change the current system it will be a disaster for over 7,000 taxi driver familys what is our future? we feel like you droped as in the garbage bin please consider our family's future we are depend of on taxi industry we have no other oepction we have no place to go,i couldn't belive hear this afeter I served morthan 9 years, if you realy wanted change please consider issue atlist 100 rooflight thank you God bless and Canada you |
| 29. | [REDACTED] |
| 30. | Based on statistics obtained from Casino Taxi, there are 80 times more calls for no van requests, which accessible taxis are, as opposed to accessible taxi calls. The public does not need more accessible taxis. There are more than enough to fulfill the requirements. It is time to end the extortion of hard working taxi drivers by license holders who for the most part obtained licenses with no intention of ever driving taxi. The licenses are owned by HRM, and should not be used as a means of profit for persons not intending to drive taxi. |
| 31. | [REDACTED] |
| 32. | As for having accessible vans, many of my clientele are on fixed incomes and elderly and cannot get in the accessible vans (they are higher than a regular van). The taxi stand gets at least 20 calls a day from people stating 'don't send me a van'. Also, accessible vans that drag wheelchairs, etc., all day long are not the cleanest or best smelling things on the road and people going out to dinner or the theatre are dressed up and do not want to get in them!!!! |
| 33. | Not every one can get in a van..also accessible taxi will take 4 ppl. What will happen to the tourist from the crew ship.they always ask for van for 6 ppl.. |
| 34. | I have been driving for 8 years now. I have another 15 years approx. to get my own light. That's 23 years at the mercy of the rooflight owner. Not knowing if tomorrow I will have a light or car to work on. I want to work but the current system is making it difficult to. |
| 35. | bring back old taxi comite with councillor |


| # | Response |
|-----|--|
| 36. | Close the zones Get the politics out of it, it's a public service not a fed fund procurement system. |
| 37. | [REDACTED] |
| 38. | Even they cancel the list..and every one have to get accessible taxi light does the broker I mean the two taxi companies in halifax will allow them to work under there name...No...why? Because they have a limit .so in this case all the new accessible taxi Rooflight will find no one to work with.. |
| 39. | Does the taxi brokers .taxi companies will allow the new taxi accessible rooflight to work with them..they have a limit..to accept accessible taxi.. |
| 40. | Me and many other drivers have been waiting more than 10 years to get our own rooflights, it is not fair to illiminaate the waiting list and simply refer the accessible owner Rooflight to those who just got the money to afford Paying too much money plus I myself have bad knees (arthritis) and can not do the wheelchair frequently on a daily basis and there are elders that can not get in a van and always request for sedan |
| 41. | Many seniors have great difficulty getting up into a van As well it is much more expensive to have an accessible vehicle as a taxi There is not enough demand for accessible taxis to warrant changing the whole fleet to accessible |
| 42. | the elimination of waiting lists is we consider as preparation to clear way for medallion and we strongly oppose. The just thing to do is equal treatment of all. |
| 43. | I have been for about 10 years to get my own licence and it is not just to lose my position after all these years and I do not have the money to afford buying an accessible taxi |
| 44. | I currently owe more than 10.000\$ dollars for my vehicle. If you put that an accessible vans, I have to borrow another 40.000 dollars from car dealership. Unlikely. |
| 45. | i love halifax and halifax people but if hrm taxi by-law gchanges i will move with my family and with my friends to cagary. most of my friends we disid. |
| 46. | I have been driving taxi for seven years. I am currently leasing the rooflight and if the owner of the rooflight pass away, i am afraid that i might lose the job as taxi driver. I do not even have a budget for purchase the accessible taxi. Therefore i do not want the By-Law to be changed. |
| 47. | I never seen in one city become an axceccble taxi it will not a good idea, so many people need small car they can't use a van and it is not even a good idea for climat,. |
| 48. | Level the plain field for every driver |
| 49. | Accessible taxis should be zoned as a majority of accessible taxis are not servicing those that need the services in other areas. Reporting of accessible taxis to ensure they are focusing on accessible calls like other major Canadian cities have. |
| 50. | Having to call 311 to address any questions or concerns with the taxi commission is really old school. Its like using a hotline in high school to check for weather cancellations. Taxi drives and |

| # | Response |
|-----|--|
| | limo drivers are mostly professional people and deserve to have a proper land line to reach anyone when needed. |
| 51. | If proposal 7,8,9 approved ,the cost of renting or leasing conventional taxi licence would be drastically increased. The affordability of accessible taxi with current market |
| 52. | I personally get at least 3 drives per day of elderly people asking for a car instead of a van because it is so difficult to get in and out of a van. The elderly population is growing and we need to keep regular taxis available to serve the public with all of their needs. |
| 53. | we need taxi licence owner transferable that way we can buy and do the business as other business |
| 54. | people r driving cars that aren't fit for the road. also on a regular basis I see cars without a sticker. The process we have in place right now seems to be working somewhat. You 're I feel your pain. never going to please all of the people all of the time and it has been my experience since coming here from Ontario that the people here whine a lot. |
| 55. | Start a real Democratic Taxi Commission that is not part of HRM politics! |
| 56. | Wheelchair vans are notoriously bad on fuel economy. it was just a couple of years ago the we were allowed for smaller more fuel efficient vehicles. I would like to see owners licenses given to those of us, including myself, who drive hybrid electric vehicles. |
| 57. | [REDACTED] |
| 58. | The job of running the city should be not in favor of one or few particular citizen groups, but it should have the vision for all citizens. The metro transit Accessible bus should do this jobs. Please Leave the Taxi business alone or if not let have no law about it. Self-Business if you good you are in if you are not operate good you are out. Thank you |
| 59. | better dress code, better speaking ability. and better street and building skills |
| 60. | Halifax is not a ney York or Toronto. Halifax is Halifax. All accessible service is a ridiculous idea. |
| 61. | The system seems to be punctured. It beats my imagination as to how somebody who just immigrated to Nova Scotia with no prior knowledge of the city, with no proficient of English language will pass these three exams at a sitting. Go figure! |
| 62. | status quo |
| 63. | english test for some one born here is stupid interperter on english test is dumb you gonna bring interperter to pick up customer not likely snow is the biggest factor to reduce number of drivers working so put a winter driving question on the taxi exams |
| 64. | leave the industry be. [REDACTED] |
| 65. | there needs to be no changes. PERIOD!!!!!!! |
| 66. | My biggest concern is with the waiting list. I've been driving for 7 years and still do not have an owners licence. I absolutely do not want to drive a van! The current system keeps me at the mercy of the rooflight owner. I do not think that is fair or right. |



| # | Response |
|-----|---|
| 67. | If taxi commission can give a phone call to all the drivers to get their opinion as most of the taxi drivers are not aware of the online survey or how to fill up the online survey and don't participate in the meetings due to their work load. But if the taxi commission can call the drivers they would definitely give their opinion and the taxi commission would be able to get more opinions on current proposals.thanks |

APPENDIX C – SURVEY RESPONSES – PERSONS WITH DISABILITIES / ATTENDANTS








To help us ensure your responses are directly related to your interests in this consultation process, please tell us which of the following best describes your involvement with taxi and limousine services within the Halifax Regional Municipality

| Response | Chart | Percentage | Count |
|---|---|------------|-------|
| I am a person with a disability or an attendant to a person with a disability and use taxi / limousine services |  | 100.0% | 30 |

1. Are you a person with a disability or an attendant / support resource for a person with a disability?

| Response | Chart | Percentage | Count |
|---|---|------------|-----------|
| I am a person with a disability |  | 75.0% | 21 |
| I am an attendant / support resource for a person with a disability |  | 25.0% | 7 |
| Total Responses | | | 28 |

2. In a typical week, please indicate the days on which you usually use a taxi

| Response | Chart | Percentage | Count |
|------------------------|---|------------|-----------|
| Monday |  | 42.3% | 11 |
| Tuesday |  | 38.5% | 10 |
| Wednesday |  | 65.4% | 17 |
| Thursday |  | 50.0% | 13 |
| Friday |  | 73.1% | 19 |
| Saturday |  | 50.0% | 13 |
| Sunday |  | 23.1% | 6 |
| Total Responses | | | 26 |

3. In a typical month, on how many occasions do you usually use a taxi?

| Response | Chart | Percentage | Count |
|------------------------|-------|------------|-----------|
| Fewer than 5 | | 28.6% | 8 |
| 5 - 10 | | 28.6% | 8 |
| 11 – 20 | | 32.1% | 9 |
| 21 – 40 | | 3.6% | 1 |
| More than 40 | | 7.1% | 2 |
| Total Responses | | | 28 |

4. Is this pattern of usage consistent throughout the year, or are there times when you use taxis more frequently?





| Response | Chart | Percentage | Count |
|--|-------|------------|-----------|
| My use of taxis is consistent throughout the year | | 44.4% | 12 |
| There are times when I (or the person I support) need to use taxis more frequently | | 55.6% | 15 |
| Total Responses | | | 27 |

What are the situations which require more frequent use of taxis?

| # | Response |
|-----|---|
| 1. | Heading out of town via plane, train, bus etc, require rides to these. Usually throughout the summer months. This could be monday evenings (late), Early Monday mornings. |
| 2. | Family not available for transportation; weather conditions. |
| 3. | To and from county locations. Support requests from tenant. |
| 4. | Snow, Cold, Rain. |
| 5. | When my medical condition requires additional doctor visits. |
| 6. | visual impaired at night and travel in a dark place, to get back and forth from work m and if i happen to miss a bus, than now you're making it more difficult. |
| 7. | Shopping, appointments, recreation, entertainment |
| 8. | Winter. When the sidewalks are blocked and I can't get to a bus stop. |
| 9. | dr appointments that are too close together to go between them by bus and appointments off bus routes. Or when it is raining hard. This winter with the ice I didn't do too much traveling at all. |
| 10. | When more accessible transportation for me is lacking (accessibility is different for me, must be a truly scent free and smoke free vehicle, and a standard car, I am unable to enter mobility accessible vehicles), and inclement weather when it is not possible to use private accessible vehicle. |

| # | Response |
|-----|---|
| 11. | Health |
| 12. | Any funeral any time of year when i cannot get an access-a-bus booking (to date, one must book these A AB one week in advance to insure transportation). Any spontaneous outing social outing, medical need) especially in the evening. |
| 13. | when I can't get the esses bus. |
| 14. | Transportation to and from Medical Appointments, Sheltered workshop, Shopping and recreational activities. The person I support can only use Accessible Transportation. Due to physical disabilities a staff is required to accompany her at all times. |
| 15. | All times described are as a care worker. I also on occasion use taxi for personal use. |
| 16. | I'm an individual who is blind and weather plays a big role other wise I prefer to walk to avoid ignorant drivers! |
| 17. | Health complications |




5. How important to you is availability of reliable taxi service?

| Response | Chart | Percentage | Count |
|--|--|------------|-----------|
| Extremely important, taxis are the primary means of transportation for me (or the person I support) |  | 28.0% | 7 |
| Reasonably important, as I (or the person to whom I provide support) need a taxi several times a week |  | 44.0% | 11 |
| Somewhat important, as taxis are the only convenient transportation to several places I (or the person I support) travel regularly |  | 20.0% | 5 |
| Not very important, as I (or the person I support) hardly ever use taxi services |  | 8.0% | 2 |
| Total Responses | | | 25 |

6. Thinking about the different types of vehicles in use in the taxi fleet in the Halifax Regional Municipality how would you rate each of the following types on a scale of 1 to five where '1' is very uncomfortable and difficult for entry and exit and '5' is very comfortable and easy for entry and exit.

| | Very uncomfortable and difficult for entry - 1 | Somewhat uncomfortable - 2 | Neither comfortable or uncomfortable - 3 | Somewhat comfortable - 4 | Very comfortable - 5 | Total Responses |
|--------------------------------------|--|----------------------------|--|--------------------------|----------------------|-----------------|
| Conventional, full size sedan | 3 (12.5%) | 0 (0.0%) | 4 (16.7%) | 3 (12.5%) | 14 (58.3%) | 24 |
| Smaller sedan | 3 (13.0%) | 4 (17.4%) | 5 (21.7%) | 5 (21.7%) | 6 (26.1%) | 23 |
| Minivan, SUV or other higher vehicle | 11 (45.8%) | 4 (16.7%) | 3 (12.5%) | 2 (8.3%) | 4 (16.7%) | 24 |
| Accessible taxi | 10 (41.7%) | 1 (4.2%) | 3 (12.5%) | 2 (8.3%) | 8 (33.3%) | 24 |

7. When you use a taxi service, how important to you is availability of an accessible taxi vehicle?

| Response | Chart | Percentage | Count |
|--|--|------------|-----------|
| Extremely important, as I (or the person I support) cannot ride in any other type of taxi |  | 32.0% | 8 |
| Somewhat important, as accessible cabs are much easier for me (or the person I support) but I / we can manage a conventional taxi if necessary |  | 12.0% | 3 |
| Not at all important, as I (or the person I support) can use any taxi |  | 56.0% | 14 |
| Total Responses | | | 25 |

When you are ride in an accessible taxi, are you concerned about whether the driver has specific training related to providing taxi services to persons with a disability?

| Response | Chart | Percentage | Count |
|------------------------|---|------------|-----------|
| No |  | 40.0% | 4 |
| Yes |  | 60.0% | 6 |
| Total Responses | | | 10 |

You responded 'yes' you are concerned about the driver's training related to providing services for persons with disabilities. Have you ever encountered a situation in which you were concerned for your safety because the driver did not seem to know how to meet your specific needs (or those of the person you support) effectively?

| Response | Chart | Percentage | Count |
|------------------------|-------|------------|----------|
| No | | 16.7% | 1 |
| Yes | | 83.3% | 5 |
| Total Responses | | | 6 |

You responded that there have been situations when you were concerned for your safety, has this occurred ...

| Response | Chart | Percentage | Count |
|------------------------|-------|------------|----------|
| Only on one occasion | | 40.0% | 2 |
| Two or three times | | 20.0% | 1 |
| On multiple occasions | | 40.0% | 2 |
| Total Responses | | | 5 |

Have you ever registered a formal complaint about this? | Yes - what was the outcome

| # | Response |
|----|--|
| 1. | Filed complaint with taxi company every time. |
| 2. | Yes, voiced concerns with 311 and dispatch. It was my understanding that this issue would be dealt with. |

Have you ever registered a formal complaint about this? | No - why not

| # | Response |
|----|---|
| 1. | Was assisted to the van by family member during very bad weather conditions. |
| 2. | No. The accessibility I require (smoke free scent free) means if I have a problem, I am unable to even enter the taxi or am having a severe reaction. I am cognitively impaired and unable to acquire the necessary information to lodge a complaint. |
| 3. | The support staff were able to direct the taxi driver how to secure the wheelchair safely and put the seatbelt on safely. |

8. In your personal view as a taxi user, is the number of licensed taxis in Halifax Regional Municipality adequate to meet the needs of the market?

| Response | Chart | Percentage | Count |
|--|-------|------------|-----------|
| There seem to be lots of taxis, I (or the person I support) never have to wait more than a couple of minutes | | 33.3% | 8 |
| There seem to be enough, I (or the person I support) sometimes have to wait a while, but I always get a taxi when I call for one | | 45.8% | 11 |
| There aren't enough taxis, the wait is often very long and sometimes the taxi never shows up | | 20.8% | 5 |
| Total Responses | | | 24 |

You responded that there "aren't enough taxis" leading to long waits and no shows – do these long waits and 'no shows' happen... | At any time

| Response | Chart | Percentage | Count |
|------------------------|-------|------------|----------|
| True | | 60.0% | 3 |
| False | | 40.0% | 2 |
| Total Responses | | | 5 |

You responded that there "aren't enough taxis" leading to long waits and no shows – do these long waits and 'no shows' happen... | Mostly during evenings and weekends

| Response | Chart | Percentage | Count |
|------------------------|-------|------------|----------|
| True | | 60.0% | 3 |
| False | | 40.0% | 2 |
| Total Responses | | | 5 |

You responded that there "aren't enough taxis" leading to long waits and no shows – do these long waits and 'no shows' happen... | Other specific situations ... Please explain

| # | Response |
|----|---|
| 1. | County level service (Eastern Shore) is extremely dismal on the weekends. Wait times of 1+ hours is not uncommon (if they show up). |
| 2. | During rain and snowfalls |
| 3. | I know that service for WC accessible taxis can be hit and miss. Availability is spotty and often in the evenings non existent. I believe one must book ahead to be guaranteed service. |

10. If the proposed by-law changes are implemented, would you expect the overall impact on the taxi business in Halifax to be ...

| Response | Chart | Percentage | Count |
|--|-------|------------|----------|
| Positive -- will likely improve taxi service | | 40.0% | 2 |
| Negative -- will likely cause taxi service to deteriorate | | 20.0% | 1 |
| Neither positive nor negative -- taxi service will likely remain unchanged | | 40.0% | 2 |
| Total Responses | | | 5 |

11. Are there any other issues or concerns you have about the taxi industry that you think we should consider as part of this consultation process? | No

| Response | Chart | Percentage | Count |
|------------------------|-------|------------|-----------|
| True | | 29.2% | 7 |
| False | | 70.8% | 17 |
| Total Responses | | | 24 |

11. Are there any other issues or concerns you have about the taxi industry that you think we should consider as part of this consultation process? | Yes , please describe

| # | Response |
|----|--|
| 1. | My mother is elderly (92), and although she appears healthy, she is legally blind and extremely hard of hearing (with aids). She usually relies on one particular driver who is very prompt and helpful, however if another driver is required, it becomes obvious that perhaps a training program for disabled customers is necessary i.e. assistance to and from the car and to door with groceries. |
| 2. | The primary difficulty appear to involve developing an acceptable level of service which is balanced to both operator and public. At the present time, Country (Eastern Shore) services are a definite problem. I cannot speak to the overall HRM service levels. A reduction of conventional license MIGHT work if a corresponding increase in accessibility licenses results...however, this might also lead to a degradation of service for the country and "less lucrative) zones within HRM. |
| 3. | I work with many elderly as a health care provider and having mini vans as a taxi is very challenging and hard for many of my clients to use |
| 4. | Yes. Willingness of drivers to accommodate persons with special needs such as carrying groceries, opening doors, or putting walkers in the vehicle. |

| # | Response |
|-----|---|
| 5. | accessible taxi drivers have very minimal knowledge of staping down my chair. Out of 10 times, I feel safely secured 2 times |
| 6. | There should be a choice for taxi customers; there should be both sedans and accessible vehicles available both now and in the future. In addition, owners/drivers of accessible vehicles should have to prove to HRM Taxi Commission that the equipment in their accessible vehicles is in good working order and that they know how to use it. Maybe this will require developing and mandating a set of inspection standards for accessible drivers/owners and their vehicles. |
| 7. | I have a guide dog and some drivers don't want the dog hair in their vehicle. I tell them in advance when I book but sometimes they get angry. That is why I prefer a mini van as well. |
| 8. | Yes. The so called accessible taxis do not accommodate those with many physical limitations who do not use wheelchairs. I , and my elderly mother, are unable to get up into vans or SUVs or the other vehicles designated as accessible. Post joint replacement, and abdominal surgeries, neither of us could take a taxi even when needed. This meant when a safe accessible private vehicle was unavailable, we were unable to go to medical appointments or even to the emergency room. The lack of truly smoke free (drivers often smoke in their vehicle when passengers are not present) and scent free (scented both from drivers /passengers personal products and the use of air "fresheners" to cover smoke) means that I am often unable to travel AT ALL. Public transportation is generally unacceptable as well. |
| 9. | There are times when the service provided by the taxi driver is less than ideal. Sometimes they don't want to take or lift a collapsible wheelchair into their trunk. Sometimes they drop a person off who uses a wheelchair too close to the curb making it difficult to transfer into the chair. In Sackville particularly there are long wait times and people who use the taxi service find it difficult to stand for that long causing increased agitation and frustration for people receiving the service. |
| 10. | HRM has done a great job to make all transit buses accessible. It would be fabulous if all taxis were WC accessible - universal design is a win win situation for everyone. I understand that WC taxis are more expensive to purchase and more costly to operate and require more money to maintain. However, if HRM offered cash grants or cash incentives to cab drivers to promote accessible taxis in the taxi industry, this would be ideal. |
| 11. | I think there should be more taxies that are wheel chair assesible in Dartmouth. |
| 12. | This should be an essential service especially when Access-A-Bus is unable to meet the current needs. It was very difficult to get approval from them for the person I support just to go to work. Also we should not have to book an Accessible taxi 2-3 days in advance. Account holders should also receive a priority service. |
| 13. | I think the major issue really comes down to the city handing out taxi licenses to people that have not one clue what they are doing. 9 times out of 10 a driver must use a GPS system or will not go. Debit/Credit is another huge issue. Drivers will scream at you if you do not have cash on most occasions. There has to be some sort of training mandated. It shouldn't be here is a license and good luck. It should be you have to take a course, maybe for a week like they do in some Ontario |


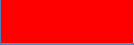





| # | Response |
|-----|---|
| | <p>markets. That would entail more in depth city training, better ways of dealing with the public, proper practices of tie down systems in w/c accessible vehicles (I've heard horror stories about these guys that get accessible passengers. I even asked two different guys..they say no additional training is needed...RIDICULOUS.) also training for how they can keep safe or mandate camera's in vehicles. It's horrible to hear some of the stuff these guys face everyday just to put bread on their table. The city has a responsibility here! You are issuing the licenses but do not care to invest in proper training. How could you even be so bold as to suggest all taxi going forward will be accessible? They're are some of the worst/untrained drivers out there...and that's because they do not want to be driving accessible but that is the only way they can work without paying somebody else \$1500/month for a car and light! The city really needs to step up here. You train Metro Transit, why can't these guys have the same....at the very least for accessible operators. Thank You...See you tonight!!!</p> |
| 14. | <p>My biggest concerns is the lack of knocledge amongst drivers when it comes to my well behaved dog guide.</p> <p>I'm tired of the ignoranc which seems to be growing in incidents not only amongst dricves but with the dispatetchers as well.</p> <p>furthermore I would like for the drivers to have a at least a minimum command of the English language as when I ask to go to a specific place they either do not understand or on several occasions had no idea where for example..barrington street.</p> <p>This is not safe for me and concerns me quite a bit as I am the the whim of the driver who lacks knowledge of English let alone the knowledge of the city.</p> |
| 15. | A Taxi Commission that is not part of HRM politics! |
| 16. | yes. Im 68 and extreamly arthritic. I cant get into the vans. why are you making all new cabs handicap when many older people cant use them?? |
| 17. | I hope you think this through. Many people my age are in the same boat as me. Accessible van are far to uncomfortable to enter and exit. |

APPENDIX D – SURVEY RESPONSES – CONSUMERS





To help us ensure your responses are directly related to your interests in this consultation process, please tell us which of the following best describes your involvement with taxi and limousine services within the Halifax Regional Municipality

| Response | Chart | Percentage | Count |
|--|---|------------|-------|
| I am a consumer who uses taxi / limousine services |  | 100.0% | 128 |



1. In a typical week, please indicate the days on which you usually use a taxi

| Response | Chart | Percentage | Count |
|------------------------|---|------------|------------|
| Monday |  | 41.3% | 45 |
| Tuesday |  | 38.5% | 42 |
| Wednesday |  | 46.8% | 51 |
| Thursday |  | 44.0% | 48 |
| Friday |  | 70.6% | 77 |
| Saturday |  | 62.4% | 68 |
| Sunday |  | 30.3% | 33 |
| Total Responses | | | 109 |

2. In a typical month, on how many occasions do you usually use a taxi?

| Response | Chart | Percentage | Count |
|------------------------|---|------------|------------|
| Fewer than 5 |  | 38.4% | 43 |
| 5 - 10 |  | 29.5% | 33 |
| 11 – 20 |  | 22.3% | 25 |
| 21 – 40 |  | 9.8% | 11 |
| More than 40 | | 0.0% | 0 |
| Total Responses | | | 112 |

3. Is this pattern of usage consistent throughout the year, or are there times when you use taxis more frequently?

| Response | Chart | Percentage | Count |
|--|---|------------|------------|
| My use of taxis is consistent throughout the year |  | 64.5% | 71 |
| There are times when I need to use taxis more frequently |  | 35.5% | 39 |
| Total Responses | | | 110 |

What are the situations which require more frequent use of taxis?

| # | Response |
|-----|---|
| 1. | Inclement weather, times when work requires different shifts, etc... |
| 2. | Weather conditions |
| 3. | bad weather and increase of appointment |
| 4. | I travel in from Jan-Apr for work so I would use a taxi more often in these months to get to and from the airport. |
| 5. | Phase of the business contract that requires more air travel. |
| 6. | When I cannot arrange a ride for myself through a family member or friend, as I do not have my license and I do not take metro transit. |
| 7. | New Years Eve, unexpected events, or during car maintenance appointments |
| 8. | During fall/winter. |
| 9. | Traveling, departure from airport |
| 10. | Bus being late |
| 11. | More Dr appointments. |
| 12. | Christmas / summer |
| 13. | Get called into work. |
| 14. | Typically in poor weather or if my car is used by someone else for the day. |
| 15. | Winter: crappy weather, parking ban |
| 16. | bad weather, going out at nights |
| 17. | Pick up extra work shifts |
| 18. | I may not have my vehicle at my disposal. |
| 19. | more work |
| 20. | bad weather, large meetings/conventions, entertainment events |
| 21. | Work scheduling |

| # | Response |
|-----|--|
| 22. | some times when I call for a cap they send me a van taxi. witch I cant get in.. so I have to call back again to ask for a sedan car.. |
| 23. | in the winter time and when its raining |
| 24. | when im running late or the weather is bad |
| 25. | Storms |
| 26. | I use taxis to get to and from jobs. We are usually busiest before any holidays. |
| 27. | Around Holidays |
| 28. | snow, storm |
| 29. | Work situations |
| 30. | holiday seasons, hockey play offs, summer long weekends |
| 31. | When grocery shopping since I can't carry all of them on the bus, and when I go downtown and stay later than when the buses end, I must rely on taxi services to get home safely |
| 32. | Weather. When it's rain and cold or snow |
| 33. | It depends on weather |
| 34. | work |
| 35. | when i have too many groceries, or coming home from a night out on the town |
| 36. | In the winter, when roads are not necessarily at their best. |
| 37. | more work time |
| 38. | Going out with friends more in warmer weather and requiring a taxi to get home safely. |
| 39. | Work related reasons |
| 40. | Called to work more |
| 41. | Getting to the airport--- winter, spring and fall. |
| 42. | DR DOCTORS APPOINTMENTS AND SHOPPING |
| 43. | Work reasons |

4. In your personal view as a taxi user, is the number of licensed taxis in Halifax Regional Municipality adequate to meet the needs of the market?

| Response | Chart | Percentage | Count |
|--|-------|------------|-------|
| There seem to be lots of taxis, I (or the person I support) never have to wait more than a couple of minutes | | 34.5% | 38 |
| There seem to be enough, I (or the person I support) sometimes have to wait a while, but I always get a taxi when I call for one | | 39.1% | 43 |

There aren't enough taxis, the wait is often very long and sometimes the taxi never shows up

| | | |
|------------------------|-------|------------|
| | 26.4% | 29 |
| Total Responses | | 110 |

You responded that there "aren't enough taxis" leading to long waits and no shows – do these long waits and 'no shows' happen... | At any time

| Response | Chart | Percentage | Count |
|------------------------|-------|------------|-----------|
| True | | 22.2% | 6 |
| False | | 77.8% | 21 |
| Total Responses | | | 27 |

You responded that there "aren't enough taxis" leading to long waits and no shows – do these long waits and 'no shows' happen... | Mostly during evenings and weekends

| Response | Chart | Percentage | Count |
|------------------------|-------|------------|-----------|
| True | | 66.7% | 18 |
| False | | 33.3% | 9 |
| Total Responses | | | 27 |

You responded that there "aren't enough taxis" leading to long waits and no shows – do these long waits and 'no shows' happen... | Other specific situations ... Please explain

| # | Response |
|----|--|
| 1. | Major events, like New Years Eve, Christmas Eve/Day, and for large municipal events like concerts or expositions |
| 2. | During inclement weather. |
| 3. | rain |
| 4. | Almost Every weekend, my wife and I will be out for dinner or visiting friends and we will have some alcoholic beverages. As we do not drink and drive, we leave the car home and take a cab or make other arrangements to get to our planned evening destination. Getting a taxi at midnight or later is sometimes impossible. We've had taxis that have taken 90 minutes or have simply not shown up. When we call the taxi company we get a busy signal for 30-60 minutes. Same thing when we have dinner guests at our home who require a cab drive home. This past weekend, our guests gave up waiting after an hour and they had to spend the night. We called Bluebell at 1140hrs and decided to just go to bed at 1230hrs. We tried to contact them but just got a busy signal. We live in a nice suburban area and tip our taxis very well. The friends in my social circle are all frustrated with this service shortfall. We understand that midnight on the weekends is a high demand time but also believe that service providers should be able to service this demand. Furthermore, we would all be willing to pay a premium to have reliable taxi service during this high demand period. I would pay twice the rate and almost always do by way of a very healthy |

| # | Response |
|----|--|
| | tip. I would suggest that additional licences/taxi service is absolutely required Friday and Saturday evenings between 2100-0300hrs. |
| 5. | was waiting at the emergency department and couldn't even get through on the phone, when i did finally see an actual cab, he was ether on a call or was off |
| 6. | winter sorms |
| 7. | Storms |
| 8. | This seems to happen when I call a cab after work, e.g. at @ 4:00 pm Long waits can also happen after getting groceries, e.g. at @ 5:00 pm and ALWAYS happen on rainy days. |
| 9. | There is essentially NO taxi service in the St. Margaret's Bay area of HRM - I understand the zone is served out of Sackville. That is rediculous. If there are no new licenses that can serve our area, then get rid of regulation in rural areas so service can be found other ways. |

5. In your personal view as a taxi user, if the proposed by-law changes are implemented, would you expect the overall impact on the taxi business in Halifax to be ...

| Response | Chart | Percentage | Count |
|--|-------|------------|------------|
| Positive -- will likely improve taxi service | | 16.8% | 18 |
| Negative -- will likely cause taxi service to deteriorate | | 71.0% | 76 |
| Neither positive nor negative -- taxi service will likely remain unchanged | | 12.1% | 13 |
| Total Responses | | | 107 |

6. Have you encountered a situation in which you were concerned for your safety because the driver did not seem to know how to meet your specific needs effectively?

| Response | Chart | Percentage | Count |
|------------------------|-------|------------|------------|
| No | | 77.8% | 84 |
| Yes | | 22.2% | 24 |
| Total Responses | | | 108 |

You indicated that there have been situations where you were concerned for your safety, has this occurred ...

| Response | Chart | Percentage | Count |
|------------------------|-------|------------|-----------|
| Only on one occasion | | 33.3% | 8 |
| Two or three times | | 37.5% | 9 |
| On multiple occasions | | 29.2% | 7 |
| Total Responses | | | 24 |

Have you ever registered a formal complaint about this? | Yes - what was the outcome



| # | Response |
|-----|---|
| 1. | I called 311 to complain about a taxi driver operating a taxi I was using in speeds well in excess of the posted limit. He also banked around turns with remarkable speed, sped up on approach to a yellow light, cut off another driver, and weaved through lanes generally without signaling. The 311 operator said that I would receive a follow up phone call, and I never did. |
| 2. | Yes - I was told that the driver was joking around . their was no way he was joking around. He had my daughter and myself very afraid |
| 3. | called 311. Was called back once. Explained situation. Never heard about it again. |
| 4. | I have experienced drivers who were making negative comments regarding ethnic groups, gay/lesbian, taking a very long route to a destination and who have displayed anger and on one occasion been pulled over by the police. |
| 5. | yes, to company, no follow up |
| 6. | called 311. filled complaint. not sure of outcome |
| 7. | |
| 8. | absolutly no outcome. Filed complaint, don't know where it went from there. there was no follow up. |
| 9. | Yes. Told yellow cab. Driver picked us up to go downtown. There was 7 of us. He tried to say it was ok to sit on ramp!!!!!! this happened 2 times. Complained to yellow cab 2 times. Never got a call back. |
| 10. | NONE |

Have you ever registered a formal complaint about this? | No - why not

| # | Response |
|----|--|
| 1. | Couldn't get the taxi's number and the company was no help. |
| 2. | The characteristics I have described above have applied to multiple taxi rides that I have taken. Based on my lack of follow up with the city, I stopped taking the time to complain |

| # | Response |
|-----|---|
| 3. | I should have registered a complaint but was not 100 percent certain if the driver was drinking or not. We could smell what we thought was alcohol and he seemed to be under influence. His driving was erratic and it was concerning. I will not make same mistake in future |
| 4. | The second time I didn't make a complaint because I didn't feel like anyone cared the first time :(|
| 5. | Did not think it would be addressed. Poor communication with drivers who do not appear to understand English. |
| 6. | Nothing is ever done |
| 7. | I have not complained formally as I addressed the situation at the end of the trip to the driver. |
| 8. | didn't think it would make difference |
| 9. | whats the point |
| 10. | It has been my experience that complaints made to HRM go unresolved |
| 11. | I dont think it would make a difference. |
| 12. | because it was only the one time, if it happens again i will file a complaint |
| 13. | Called the company and explained why I did not pay the fare. |
| 14. | He made it to my destination with us intact. |
| 15. | Didn't have time |
| 16. | not sure |
| 17. | didn't feel it would make a difference. |

7. Are there any other issues or concerns you have about the taxi industry that you think we should consider as part of this consultation process? | No

| Response | Chart | Percentage | Count |
|------------------------|---|------------|------------|
| True |  | 40.0% | 42 |
| False |  | 60.0% | 63 |
| Total Responses | | | 105 |

7. Are there any other issues or concerns you have about the taxi industry that you think we should consider as part of this consultation process? | Yes , please describe

| # | Response |
|----|---|
| 1. | Getting a taxi in an outlying zone is difficult enough, if the zones are opened no drivers will be waiting in these areas for calls. Also, while some wheelchair vans are needed, too many causes issues. A lot of elderly people (and others, myself included) do not like to climb into a van or simply can not get up into one. |
| 2. | I dont like the Halifax vs. Dartmouth. We are a municipality.. |

| # | Response |
|----|--|
| 3. | <p>There needs to be more competition. The taxi service here is too expensive compared to markets I've experienced such as Las Vegas, NYC & even Bermuda.</p> <p>The municipality should use it's role to pressure the industry to modernize (pay by phone, track by phone, rate driver etc).</p> <p>A friendly taxi driver in Halifax is all too rare, and asking to go to just Dartmouth is too frequently met with hostility. Whatever the municipality can do to pressure newer & better drivers in, and the old and bitter ones out is better for the community.</p> <p>Thanks</p> |
| 4. | <p>There is much outcry at specific times of day/or times of year for additional taxis; however, with increased costs in gas and insurance, how does anyone expect a taxi driver to make a living. having taxi stands full of cars with no passengers doesn't make sense either. More work should be done to see what the consumer need is for cabs.</p> |
| 5. | <p>They should look at some type of professional standards for the taxi drivers (not smoking, know the streets, clean driving record and maintains vehicle).</p> |
| 6. | <p>Taxi designations are irrelevant and will become unsustainable unless you allow for and include services like Uber, Lyft, car sharing, ride sharing, etc. HRM should provide voluntary accreditation which will serve as a competitive advantage to those who are accredited, but it will never be able to stem the increase in use of peer-to-peer alternatives. To head off the use of these things, it may be useful to have our own local and open system. We could integrate it with HRM public transit and ride sharing programs that already exist.</p> |
| 7. | <p>Please reduce fares. Fares are ridiculously expensive. A cab from the Airport to Clayton Park should not cost over \$50 and a cab from Downtown Halifax to Clayton Park should not be \$25 to \$30. In Addition, cabs should be available EVERYWHERE in HRM. It is impossible, for example, to get a cab from Hubley to Upper Tantallon. Neither Halifax nor Bedford/Sackville companies cover those areas. If a company agrees to pick you up they charge a fare equivalent to the aforementioned Downtown Halifax to Clayton Park fare. Fares must always be commensurate with the journey and not based on where the driver comes from but where they pick you up.</p> <p>Also, scrap zoned licences completely. If a licence is issued in HRM, it should be valid in HRM. None if this "I'm a Dartmouth, Halifax or County driver". If HRM want people (residents AND cab drivers) to feel part of HRM, help them. Convert all existing licences to HRM licences.</p> <p>I am all in favour of increasing the number of disabled accessible cabs, however conventional cabs have their uses too. Instead of failing to issue more conventional licences, do so from the waiting list when a licence is surrendered but make Accessible licences more appealing. Make them cheaper, help drivers/owners with the (substantial) vehicle conversion costs. Make it worth their while, while still giving those drivers/owners who wish, the opportunity of obtaining a licence based on their place on the waiting list. In addition, if you remove zoning, that list will reduce in size as there will no longer be drivers/owners on more than one list. Those lists can be consolidated into one HRM list</p> |
| 8. | <p>Generally, taxis in HRM are run down, poorly operated, prohibitively expensive, and constantly in short supply during times of peak demand. Nearly 100% of the time now, I turn to services like</p> |

| # | Response |
|-----|---|
| | Uber, or other platforms, to acquire private transportation. I would like to rely on the regulations imposed by the city, but I feel that I am unable to justifiably do so. The only way forward for city council, in terms of protecting the reputation of the city, cab drivers, and consumers is to completely open up the cap on licenses to allow for market based supply supply and demand. Otherwise, any reforms going forward will not have any effect on the massive outflow of consumers to services like Uber. If I may add, city council has no idea how extensive the use of Uber is in Halifax. It's pervasive, everywhere, and for now at least, a more attractive option than traditional taxi services. |
| 9. | 1. Get rid of zones; 2. Allow for part-time licences that are only applicable during peak hours.; 3. Implement rules that drivers need to turn on/off the roof lights to indicate if they have a fare or not. |
| 10. | smoking in cabs and not enough cabs. Expensive compared to other areas of Atlantic and Canada |
| 11. | What about entry fee? If the plan is to migrate towards accessible taxis then I assume ordinary users need to pay extra entry fee? Not necessary cost.... |
| 12. | We need more competition in city, specifically in Dartmouth. We have experienced poor service and on occasion, very rude dispatchers and we have little recourse. There is simply not enough competition that would likely allow the consumer to determine which service provider deserves to be rewarded with the business. Many of my friends are now arranging and paying drivers that are not "licensed" taxi drivers. While not the preferred option, we've all been stranded somewhere on weekends and we all like to sleep in our own beds. Lastly, I just want to say that there a lot of excellent taxi drivers out there that provide excellent service. |
| 13. | Make sure the people you hire understand the community they are driving and not trying to make more money off the poor. Make sure they respect their clients no matter their race, religion, or sex !! |
| 14. | It appears that there are a large number of drivers that do not know the city. |
| 15. | I have arthritis and always ask for cars and not vans. |
| 16. | Effects of Uber and similar transportation providers - will soon undercut conventional taxis as seen in other cities which have adopted these services. |
| 17. | I don't like being picked up by drivers who are unfamiliar with streets. I also don't like being driven in accessible vans. They are uncomfortable, and all kinds of noises and banging. |
| 18. | should be zone free, let the industry decide where it wants to pick fares up |
| 19. | Regulate safety only. Do not limit the number of licenses or let the cab companies control particular zones. The cartel system, interwoven with the unions, has stalled inovation and has increased prices whilst worsening service. Stop trying to control the economy, you can't. That's why Uber happened. |
| 20. | Seniors cannot climb into a van. Prefer cars only. My mother gets offended if she sees a wheel chair accessible vehicle here to pick her up. It has already happened and we always request a car only. Seniors are very particular of what they want. |

| # | Response |
|-----|--|
| 21. | I prefer travelling with sedans, not accessible vans. Most times when I call for taxi I ask for sedan. |
| 22. | get them to stop complaining about taking my debit card, make sure they keep their cars clean, and stop smoking in them between customers |
| 23. | All drivers should be able to understand and be able to speak conversational English as well as know where they are going... Hospitals especially! Worry more about |
| 24. | Hate driving in accessible cabs. Most shouldn't be on the road. |
| 25. | I would like to see a more responsive and prepared service for persons with disabilities. I believe drivers ought to have more carefully proscribed expectations with regards to delivering persons with disabilities to their destination safely. The Holly Bartlett death was a disgrace to the industry and ought never be likely to happen again. I have seen persons with disabilities wait for accessible taxi service for 1-2 hours on several occasions. The expectation to deliver a customer with a disability safely to their destination ought to be in legislation. Thank you for the opportunity for input. |
| 26. | license drivers that actually speak english |
| 27. | as I said earlier no more TAXI VANS.I cant get into them, |
| 28. | most of the time I ask for a taxi van, for 6 people , and I end up to get an accessible taxi van, witch can take only 4 people , so I have to call back again to the taxi company and ask for regular taxi van,, its seams there is so many accessible taxi in Halifax. |
| 29. | I'm concerned about additional start-up costs for new taxi drivers re: accessible taxis. Perhaps grants to cover increased start-up costs could be made available somehow? |
| 30. | I think it is unfair for drivers on the existing taxi waiting list to lose the chance to gain a license. I think a fairer way would be to keep the number of taxis the same and have people convert to accessible cabs when a license becomes available instead of just letting anyone get an accessible lisenice and flooding the system with more taxis. |
| 31. | Why should I travel in a van when I'm a single person with capabilities have to travel in a wheelchair accessible van. This is a terrible expense being pressured for cab drivers to own vans and having to change their family life style for the rules that a cab law may take in effect. If cab companies want to change this law then they should supply these vans for those who want to drive them . N.S. Is changing but changing for the worst.....you're driving people out of our beautiful city, losing the local film industry....driving our local food growers away and many other things that are arising. This is not fair for our community.....we should be bringing in business not driving our local small businesses away. If taxi's are converting to vans you know they will spike prices and people won't be able to afford the cost and no one will make money. So keep cab drivers as is and let them do their job the way they can afford too. Be Fair! |
| 32. | I don't think it's fair to abolish a waiting list. People have been patently waiting for over a decade and in some cases longer for a license. Seems like the only way to get to get one with the new changes is to be accessible. . Thats costly for some. |


| # | Response |
|-----|---|
| 33. | I use taxis often enough that I've built relationships with many of the drivers. If this change goes through, many will end up out of a job which infuriates me. I myself am very short and have a hard time getting in and out of vans. I always skip vans to take a car when I have the option. I know many people with disabilities that can't get into vans at all! These changes are ridiculous!! As someone with friends in wheelchairs, the current number of wheelchair accessible vehicles is more than adequate. Why would you want to screw up something that works?? You won't be helping anybody, only really messing with people's lives. |
| 34. | If it isn't broke, don't fix it!!!! |
| 35. | There are a lot of taxis out there, however the management of the drivers is inadequate. There is no control of the number of taxis during a given work shift. So customers often wait for a cab for a lon time because all the cabbies dont feel lime working, or are working only one area (downtown). On the other hand, during normal hours there is an overflowing for cabs, and this is evident when drivers are competing/fighting for customers. |
| 36. | All accessible service is a terrible idea! There are already too many. When I get picked up by one the ride is usually noisy and uncomfortable. I'd say if all the access cabs that I have travelled in, 95% were scary to be in. |
| 37. | making it too easy for just anybody to obtain a taxi license by having an accessible vehicle is scary and I would be unlikely to trust some of these people. The cab drivers and the companies who oversee them have been doing a great job. Living in Bedford, I also expect it to be harder to get a taxi out here as everyone will want to service the Halifax Downtown district. |
| 38. | For me I can't get in a taxi van. So when I call the taxi company I always asked them not to send me a van. In this case off the proposal all will be accessible taxi van. So that mean I have to wait more time to get my regular sedan car. I'm not with This idea. Plus I know some old ppl can't get into a van |
| 39. | Most of times when I call for a taxi . They send me accessible taxi van..and I have four kids..no enough seats or seat belts for my kids...so I have to call back again and ask for regular van ..its seams to me there is to many accessible taxi in the market. |
| 40. | stop with this non sense of making cabs accessible. The need is not there. sure you need some, but all?? Every time I call for a cab I say DONT SEND A DAMN ACCESSIBLE PIECE OF ██████!!!! |
| 41. | be more open to people going home from the hospital |
| 42. | When I want to go downtown with my buddies, why the hell is an accessible taxi picking me up?? Why is he saying its ok to sit on ramp when there aren't enough seats???? very scary!! |
| 43. | it is important you always after the Taxi/ owners because they are the front end providers. their interest is very important in dicussion made |
| 44. | I do not believe that making all taxis accessible is a proper method to increase accessibility. It puts undue burden on the drivers and there is no proof that the demand is there. Perhaps addressing the accessibility issue when looking at Halifax Transit alongside the taxi industry is the way to go. I would also focus on best practice when/if looking to phase out the taxi liscense process. |

| # | Response |
|-----|--|
| 45. | not all drivers can afford accessible vans which cost a lot more than a car or regular SUV, also most of these vans are only 2 wheel drive so are less safe in winter. also these vans are much higher off the ground I work security at a seniors building and a lot of the seniors cannot get into vans due to the height. requiring all accessible vans would actually limit these peoples mobility. |
| 46. | Needs to be an open market based on supply and demand and get rid of the protectionism |
| 47. | I am a senior who finds it difficult to clamber into a van. I think it's ridiculous to expect us to. |
| 48. | A Democratic Taxi Commission |
| 49. | A lot of the drivers do not know enough English to adequately communicate with you. Also, they don't have knowledge of street names and locations. Plus they use their GPS but don't know how to spell the street names. At times as a woman I felt vulnerable. |
| 50. | Not allowing the drivers to refuse service if your destination is outside the peninsula. It's a safety issue for a woman at 2 am trying to get home. |
| 51. | In general, compared to other cities where I have used taxis, the cars are old, drivers less professional and there seems to be a belief that the taxis and companies think they have a right to the service they provide and do not have to compete for our business. You need to prepare for a big change - aka Uber - as we all know the monopoly is ending... |
| 52. | These access van are pieces of [REDACTED] Last thing I want to get into when im going for a drink with friends. Rickety, noises, pieces of crap. Lets stick with what we got already!!! |
| 53. | Listen to the drivers. With out them, there is no taxi industry. Duh. |
| 54. | Accessible taxis are a pain to use. Junky, noisy, exhaust fumes, rattles everywhere. So high up its like I'm getting into a bus. |
| 55. | Drivers should speak English. |
| 56. | I am an older person who finds it extremely difficult to get into and out of vans, SUVs, etc, and if the taxi system were to be changed as proposed, I would be denied the opportunity to use a taxi. I am far from alone in my concern that the proposed changes are an extreme reaction to the problem of assisting the disabled. As well, there is the issue of larger vehicles on our already overcrowded downtown streets. |
| 57. | <p>- I have been quoted several different prices for the fixed fare to the airport.</p> <p>- All taxis should have a translucent sticker in both rear passenger windows in a large clear font showing the fare rules, whether bags and bridge crossings make a difference, a suggestion for a tip (helpful for foreigners and drivers), contact info for the taxi commission, and the roof light number. If the fare rules can't be summarized in a few steps in point form, change them.</p> <p>- You should be able to glance at a cab and immediately easily tell whether they are available to be hailed or otherwise on or on their way to a call (e.g., roof light could indicate this)</p> <p>- Zones shouldn't limit where the cabbie can pick people up but rather how much they can charge per unit time or distance. This could incentivize service in the burbs. Alternatively could have a higher initial base fee instead.</p> |


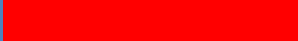





| # | Response |
|-----|--|
| | <ul style="list-style-type: none">- Developing countries have cleaner, newer, safer, more efficient cabs than we have.- Should have limits on how old the taxi should be. 8 years would be a reasonable upper limit.- Taxis should be color-coded by company, excepting companies with fewer than 2 cars- Smoking should be forbidden in taxis at all times, with or without passengers- Dispatch by internet, smartphone etc. and payment by a variety of methods should be encouraged. |
| 58. | too many drivers drivers not making enough money to make a living too many cars. |
| 59. | accessible cabs are [REDACTED] pieces of junk. I cant believe staff is actually recommending this!!! leave it the hell alone. |

APPENDIX E – SURVEY RESPONSES – HOSPITALITY INDUSTRY




To help us ensure your responses are directly related to your interests in this consultation process, please tell us which of the following best describes your involvement with taxi and limousine services within the Halifax Regional Municipality

| Response | Chart | Percentage | Count |
|---|---|------------|-------|
| I am engaged in the hospitality business and promote / rely on taxi services for my customers |  | 100.0% | 12 |



1. In a typical week, please indicate the days you or your business will usually call a taxi for a customer?

| Response | Chart | Percentage | Count |
|------------------------|---|------------|----------|
| Monday |  | 85.7% | 6 |
| Tuesday |  | 85.7% | 6 |
| Wednesday |  | 85.7% | 6 |
| Thursday |  | 85.7% | 6 |
| Friday |  | 85.7% | 6 |
| Saturday |  | 71.4% | 5 |
| Sunday |  | 42.9% | 3 |
| Total Responses | | | 7 |

2. In a typical month, on how many occasions do you or your business usually call a taxi for a customer?

| Response | Chart | Percentage | Count |
|------------------------|---|------------|----------|
| Fewer than 5 |  | 14.3% | 1 |
| 5 - 10 | | 0.0% | 0 |
| 11 – 20 | | 0.0% | 0 |
| 21 – 40 |  | 14.3% | 1 |
| More than 40 |  | 71.4% | 5 |
| Total Responses | | | 7 |




3. Is this pattern of usage consistent throughout the year, or are there times when you or your business call taxis more frequently?

| Response | Chart | Percentage | Count |
|--|---|------------------------|----------|
| Our pattern of calling for taxis is consistent throughout the year |  | 42.9% | 3 |
| There are times when we need to call taxis more frequently for customers |  | 57.1% | 4 |
| | | Total Responses | 7 |

What are the situations which require more frequent use of taxis?

The 4 response(s) to this question can be found in the appendix.

4. From your perspective as someone active in the hospitality business in Halifax, is the number of licensed taxis in Halifax Regional Municipality adequate to meet the needs of the market?

| Response | Chart | Percentage | Count |
|--|---|------------------------|----------|
| There seem to be lots of taxis, I never have to wait more than a couple of minutes |  | 42.9% | 3 |
| There seem to be enough, I sometimes have to wait a while, but I always get a taxi when I call for one |  | 42.9% | 3 |
| There aren't enough taxis, the wait is often very long and sometimes the taxi never shows up |  | 14.3% | 1 |
| | | Total Responses | 7 |

You responded that there "aren't enough taxis" leading to long waits and no shows – do these long waits and 'no shows' happen... | At any time

| Response | Chart | Percentage | Count |
|----------|--|------------------------|----------|
| True | | 0.0% | 0 |
| False |  | 100.0% | 1 |
| | | Total Responses | 1 |

You responded that there "aren't enough taxis" leading to long waits and no shows – do these long waits and 'no shows' happen... | Mostly during evenings and weekends

| Response | Chart | Percentage | Count |
|----------|--|------------------------|----------|
| True |  | 100.0% | 1 |
| False | | 0.0% | 0 |
| | | Total Responses | 1 |

You responded that there "aren't enough taxis" leading to long waits and no shows – do these long waits and 'no shows' happen... | Other specific situations ... Please explain

| # | Response |
|----|--|
| 1. | Depending on the time of the month there is higher client traffic in our retail store which creates a higher need for taxi services. |
| 2. | Busier?? |
| 3. | Weather disruptions |
| 4. | more guests |

5. In your personal view as a taxi industry stakeholder, if the proposed by-law changes are implemented, would you expect the overall impact on the taxi business in Halifax to be ...

| Response | Chart | Percentage | Count |
|--|-------|------------|----------|
| Positive -- will likely improve taxi service | | 0.0% | 0 |
| Negative -- will likely cause taxi service to deteriorate | | 100.0% | 7 |
| Neither positive nor negative -- taxi service will likely remain unchanged | | 0.0% | 0 |
| Total Responses | | | 7 |

6. Have you encountered a situation in which you were concerned for the safety of one of your customers because the driver did not seem to know how to meet your specific needs effectively?

| Response | Chart | Percentage | Count |
|------------------------|-------|------------|----------|
| No | | 42.9% | 3 |
| Yes | | 57.1% | 4 |
| Total Responses | | | 7 |

You responded that there have been situations where you were concerned for the safety of your customers, has this occurred ...

| Response | Chart | Percentage | Count |
|------------------------|-------|------------|----------|
| Only on one occasion | | 25.0% | 1 |
| Two or three times | | 50.0% | 2 |
| On multiple occasions | | 25.0% | 1 |
| Total Responses | | | 4 |

Have you ever registered a formal complaint about this? | Yes - what was the outcome

| # | Response |
|----|--|
| 1. | Called 311. Filed complaint. Heard back once. Driver wasn't suspended just spoken to by staff. |
| 2. | made the calls and that's it |

Have you ever registered a formal complaint about this? | No - why not

| # | Response |
|----|---|
| 1. | how does one complain about someones driving abilities. Just because they have a liscence doesn't mean they understand the rules of the road. |

7. Are there any other issues or concerns you have about the taxi industry that you think we should consider as part of this consultation process? | No

| Response | Chart | Percentage | Count |
|------------------------|-------|------------|----------|
| True | | 0.0% | 0 |
| False | | 100.0% | 7 |
| Total Responses | | | 7 |

7. Are there any other issues or concerns you have about the taxi industry that you think we should consider as part of this consultation process? | Yes , please describe

| # | Response |
|----|---|
| 1. | Please consider that the service will deteriorate with the mandatory licensing of accessible vehicles. The cost of these vehicles are more than the average driver can bear and that will influence the quality of services offered. I have never had an accessible customer who has not been serviced by the current system. A cap should be put in place on accessible vehicles so that those current drivers can maintain their customer base. |
| 2. | Seems drivers can barely make ends meet, from what I hear. I'm not comfortable with my customers travelling in cars with sleepy drivers. Industry should be left alone. As for access taxis, there are too many and to be honest, most customers ask to NOT ride in a access taxi. |
| 3. | There is way too long of a wait process for people wanting to become cabbies. I know of one person whom has waited for 12 years to get a liscence and still has yet to receive one. Keep our local business thriving |
| 4. | Stop sending junkie handicap vans to pick up my passengers!! Half of these jalopies shouldn't be on the road!!!! |
| 5. | I think there is an issue with absentee ownership of taxis which is taking advantage of drivers. |
| 6. | Get rid of the three taxi zones, have only one zone. Fix the issue of not enough taxis and too much dead heading. We have enough accessible transportation in Halifax. Accessible licenses - this would not be fair to all those on the waiting list. Set a standard for your vehicles, some are a real mess. Please fix the problem! |

7. when we call for a taxi for a customer we always make sure to request a non accessible. we have too many complaints.

P.O. Box 1749
Halifax, Nova Scotia
B3J 3A5 Canada

Item No. 9.1.1
Transportation Standing Committee
September 10, 2014

TO: Chair and Members of Transportation Standing Committee

SUBMITTED BY: *Original signed*

Brad Anguish, Director of Community & Recreation Services

DATE: June 16, 2014

SUBJECT: By-law T1001: Amendments to By-law T1000 and Administrative Order 39, Respecting the Regulation of Taxis & Limousines

ORIGIN

- Taxi and Limousine Liaison Group (TLLG); and
- February 5, 2014, Transportation Standing Committee meeting.

LEGISLATIVE AUTHORITY

- Nova Scotia Motor Vehicle Act, Section 305(1);
- By-law T-1000, Respecting the Regulation of Taxis, Accessible Taxis and Limousines;
- Administrative Order #39, Respecting Taxi and Limousine Regulation; and
- Establishment of the Taxi and Limousine Liaison Group (TLLG) as approved by Regional Council, July 5, 2011.

RECOMMENDATIONS

It is recommended that the Transportation Standing Committee recommend that Halifax Regional Council:

1. Adopt By-law T-1001, which includes amendments to By-law T-1000, Respecting The Regulation of Taxis, Accessible Taxis and Limousines, as set out in Appendix B;
2. Adopt amendments to Administrative Order #39, Respecting Taxi and Limousine Regulation, as set out in Appendix D; and
3. Authorize HRM Traffic Services to request the Province of Nova Scotia to amend the Nova Scotia Motor Vehicle Act in support of a pilot project enabling taxis to stand at authorized Fire Hydrants.

BACKGROUND

1. TLLG Initiatives

A. Taxicab Passenger/Operator Code of Ethics

Over the past two years, the TLLG has developed a Taxicab Passenger/Operator Code of Ethics for the HRM Taxi Industry. The Code of Ethics has been incorporated as Schedule 6 in Administrative Order #39, Respecting Taxi and Limousine Regulation (Appendix D) for the TSC's consideration for adoption.

B. Bridge Toll

On October 23, 2012, Regional Council approved an industry rate increase. Included with the rate increase was the introduction in legislation of an Eighty Cents Bridge Toll. This bridge toll rate was reflective of the MACPASS rate, added to fares when a paying trip involves a bridge crossing for the carriage of passengers or parcels. Since the standardization and introduction of the bridge toll rate, the TLLG has engaged in discussions regarding industry concerns that operators lose money due to the current bridge toll rate. Prior to the amendment in October 2012, a variation of bridge toll charges were being applied even though regulations did not permit this charge.

C. Fire Hydrants

The TLLG have researched options to address the growing concerns in the reduction of available curbside spaces for taxi use in the downtown core. In other municipalities such as Calgary, a pilot project was introduced allowing taxis to utilize spaces in front of designated Fire Hydrants with the driver remaining in the vehicle. Consultation has occurred with key stakeholders, including HRM Fire Services, HRM Halifax Water Commission, and HRM Transportation and Public Works, to establish a similar system in the HRM.

2. Accessible Taxis & Owner/Operators

Over the past several months, the Halifax Taxi Driver's Owner's Association (HTDOA) has engaged in discussions with members of the TLLG, staff, provincial officials and the TSC regarding the increase in the number of accessible taxi owner licenses. This is not the result of any regulatory change but rather appears to be a natural transition towards a licensing option that has been available for several years. On February 5, 2014, the HTDOA made recommendations following a presentation to the TSC. This presentation asked the TSC to consider no longer issuing multiple licenses in the category of Accessible Taxi Cabs. That presentation also sought to ensure the principles of a single owner/operator system in all categories of taxi license be maintained.

3. Housekeeping Amendments

Since the introduction of By-law T-1000 in October 2012, a number of housekeeping and administrative process amendments have been identified. The amendments correct grammatical and/or wording issues and amend administrative processes.

DISCUSSION

1. TLLG Initiatives

A. Taxicab Passenger/Operator Code of Ethics

The Taxicab Passenger/Operator Code of Ethics highlights a standard of conduct that is expected by both passengers and operators and outlines regulations to assist in achieving that standard. The information compiled in the draft Code of Ethics is a rational approach to achieving that standard. Initially the TLLG felt that this document should not be a legislative requirement of the By-law but rather circulated as an information item. Upon review of best practices staff revisited the issue with TLLG to attain their concurrence. The document will be adopted as part of the Administrative Order, requiring the Taxicab Passenger/Operator Code of Ethics to be displayed in all taxi vehicles.

To implement staff's recommendation By-law T-1000, Section 28.1 is amended by the addition of subsection 28.1(m):

28.1 The driver of a vehicle for hire must comply with the following rules while in control of the vehicle to which the license relates:

(m) a driver must abide by the Taxicab Passenger/Operator Code of Ethics as set out in Schedule 6 of Administrative Order #39 and ensure that the Code of Ethics is available in the vehicle for passengers.

Administrative Order #39 is also amended by adding Section 2.0A and Schedule 6:

2.0A TAXICAB PASSENGER/OPERATOR CODE OF ETHICS

A driver while operating a licensed vehicle for hire must abide by the Taxicab Passenger/Operator Code of Ethics as set out in Schedule 6 to this Administrative Order.

B. Bridge Toll

Since the standardization and introduction of the bridge toll rate to Administrative Order #39 in October 2012, the TLLG has engaged in ongoing discussions surrounding what industry perceives as a loss in their ability to recover expenses. When a taxi trip involves a bridge crossing, the majority of drivers will return to their licensed taxi zones empty to continue servicing the communities in which they are licensed. It is the return trip bridge toll that industry perceives as an unrecoverable expense. Prior to the amendment in October 2012, a variation of bridge toll charges were being applied in the taxi industry even though a charge was not permissible by the regulation.

At the August meeting of the TLLG, several options were reviewed in an attempt to offer some closure to the issue. The following options were presented:

1. remain with the status quo (MACPASS rate is currently \$0.80 cents) charged only when passenger or a parcel is being transported;
2. cash fare (cash fare is currently \$1.00) charged only when a passenger or parcel is being transported;
3. MACPASS rate (\$0.80 cents) plus half a MACPASS rate (\$0.40 cents) totalling \$1.20 applied to every passenger or parcel trip crossing the bridge;
4. cash fare (\$1.00) plus half a cash rate (\$0.50 cents) totalling \$1.50 applied to every passenger or parcel trip crossing the bridge; and
5. cash fare (\$1.00) doubled totalling \$2.00 applied to every passenger or parcel trip crossing the bridge.

At the August 29, 2013, meeting of the TLLG, the majority of members endorsed option (4) cash fare (\$1.00) plus half a cash rate (\$0.50 cents) totalling \$1.50 applied to every passenger or parcel trip crossing the bridge.

It is staff's advice the legislation should be amended so that (2) *the Bridge Commissions cash toll rate of the day is charged only when a passenger or parcel trip is crossing the bridge*. Staff cannot support a cash bridge toll rate in excess of the allowable bridge rate being charged. This amendment to Administrative Order #39, Schedule 1, is included in Appendix D for the Transportation Standing Committee's consideration for adoption.

C. Fire Hydrants

All stakeholders consulted support the initiative to allow taxis to utilize spaces in front of designated fire hydrants as long as the driver remains in the vehicle. If this initiative is approved and adopted by the province it would provide additional curbside locations in the downtown core for the public to safely enter or exit taxis. An initial survey has been completed identifying potential fire hydrants which meet the

criteria for such use. Similar pilot projects in other regions resulted in a significant decrease in the number of tickets issued for vehicles obstructing fire hydrants.

2. Accessible Taxis & Owner/Operators

On February 5, 2014, a presentation to the TSC was provided by the HTDOA. A number of recommendations were provided for consideration on changes within the industry. Staff is recommending that By-law T-1000 and Administrative Order #39 be amended relative to accessible taxis, owner/operators and vehicle standards so that:

1. all new taxi licenses will be for accessible taxis only;
2. all existing conventional taxi license will be grandfathered and remain non accessible;
3. all new accessible taxi and limousine licenses will only be issued to a driver who currently does not hold a conventional taxi license within the HRM;
4. all conventional taxi owner licenses returned to the HRM will terminate. No new conventional taxi licenses will be issued;
5. the current conventional taxi owner waiting lists would be eliminated as conventional taxi licenses will no longer being issued. Limitations can not apply to accessible licenses and every driver on a waiting list, who does not hold a conventional license, would be eligible to apply for either an accessible taxi license or a limousine license;
6. driver's claiming a physical limitation or disability must provide an updated medical report at the time of renewal;
7. all current conventional licenses are grandfathered with their existing vehicles;
8. a vehicle entering into the industry shall not be accepted for registration as a licensed vehicle under a conventional license if it exceeds seven (7) years of age; and
9. accessible taxis must display the specific taxi roof light sign and display the universal accessibility symbol on both right & left side of the vehicle and the front and back of the vehicle.

The former City of Halifax engaged the service of an independent taxi consultant, Hara Associates, to review of the City's regulation of its taxi industry. The consultant examined a number of aspects of the Halifax taxi industry and in its report dated June 20, 1994, concluded that an owner/operator model alternative would provide the best service model. The report recommended that "Any reform to Halifax taxi regulations should preserve the strong owner/driver character of the current system", noting that "Where possible, actions taken should enhance and improve the owner-driver system". The present amendments have taken into account and furthered the report's recommendations.

3. Housekeeping Amendments

The proposed By-law T-1001 (Appendix B), contains the following housekeeping amendments to By-law T-1000, 9.7(b), 12.4(a), 14.6, 22.1, 22.2, 28.1(b) 28.1(b)(k), 28.3 47.2 and 47.5, to correct grammatical or wording issues.

The proposed By-law T-1001, also contains the amendments resulting from process changes and industry discussions:

1. Section 9.3(a) amended item clarifies the criminal record check requirement for corporations;
2. Section 9.3(e) added item clarifies NS vehicle permit title and plates must be the same name as the license holder or related to a commercial lessor;
3. Section 9.7(a) clarifies wording, insurance policy is in the name of the license holder;
4. Section 9.13 & 14.10 amended item so that the issuing of licenses may be suspended to respond to extenuating circumstance that may arise;
5. Sections 9.14, 9.15, 9.16, 9.18, 9.20, 22.4, 40.1 & 51.4 amended in response to strengthening the owner operator system, one owner one license, the issuance of Accessible taxi owner licenses only, as per industry discussions;

6. Section 9.19(2) amended wording for corporately held owner licenses clarifying the transferring of shares is not permitted to a person who was not a shareholder in the corporation on October 23, 2012;
7. Section 26 & 31.2 is amended to enhance accessible taxi services by ensuring securement systems training and application and displaying of a taxi roof light;
8. Section 28.1 is amended to include “e-cigarettes”;
9. Section 48.2 is amended to standardize the appeals process as that provided for within other HRM by-laws; and
10. Section 50.1 is amended to standardize the minimum penalty amounts upon a summary conviction as that provided for within other HRM by-laws.

The proposed Administrative Order #39, (Appendix D) also contains the following amendment in relation to discussions held before the Appeal Standing Committee.

Schedule “5”, is amended by the addition of clause 5. (2);

5. (2) A vehicle which has an “Ignition Alcohol Interlock Device” installed cannot be issued a vehicle for hire license or remain licensed as a vehicle for hire.

FINANCIAL IMPLICATIONS

There are no financial implications.

COMMUNITY ENGAGEMENT

Discussions surrounding the proposed items were facilitated at meetings of the Taxi & Limousine Liaison Group, Halifax Taxi Drivers Owners Association and the TSC.

ENVIRONMENTAL IMPLICATIONS

There are no environmental implications.

ALTERNATIVES

1. The Transportation Standing Committee may decide not adopt any of the recommended amendments to By-law T-1000 or Administrative Order #39. This alternative is not recommended.
2. The Transportation Standing Committee may decide to approve any number of the amendments proposed to By-law T-1000 and Administrative Order #39. This alternative is not recommended.
3. The Transportation Standing Committee may decide not to adopt the proposal seeking an amendment to the Nova Scotia Motor Vehicle Act to introduce parking at Fire Hydrants. This alternative is not recommended.

ATTACHMENTS

- Appendix A: Showing proposed changes to By-law T-1000
Appendix B: By-law T-1001, Amending By-law, Amending By-law T-1000
Appendix C: Showing proposed changes to Administrative Order #39
Appendix D: Administrative Order #39, Amendments to Administrative Order #39

A copy of this report can be obtained online at <http://www.halifax.ca/commcoun/index.php> then choose the appropriate Standing Committee and meeting date, or by contacting the Office of the Municipal Clerk at 490-4210, or Fax 490-4208.

Report Prepared by: Kevin Hindle, Supervisor Regional Licensing, 490-2550

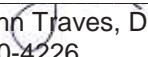
Original signed

Report Approved by:

 Jim Donovan, Manager of Municipal Compliance, 490-6224

Original signed

Report Approved by:

 John Traves, Director, Legal, Insurance and Risk Management Services,
490-4226

**APPENDIX A
(Showing proposed changes)**

**HALIFAX REGIONAL MUNICIPALITY
BY-LAW NUMBER T-1000
RESPECTING THE REGULATION OF TAXIS, ACCESSIBLE TAXIS AND LIMOUSINES**

BE IT ENACTED by the Council of the Halifax Regional Municipality, under the authority of Section 305 of the *Motor Vehicle Act*, Chapter 293, R.S.N.S. 1989 as follows:

1.0 SHORT TITLE

1.1 This by-law may be cited as By-law Number T-1000 or as the *Halifax Regional Municipality Taxi and Limousine By-law*.

2.0 APPLICATION

2.1 (1) Subject to subsection (2), this by-law applies to vehicles used for the purpose of carrying passengers for hire in the Municipality and to the owners and operators of those vehicles.

(2) This by-law does not apply to:

(a) a vehicle licensed under the *Motor Carriers Act* or to the owner or operator of the vehicle;

(b) a vehicle engaged in a not for profit car pool or free for use shuttle service or the owner or operator of the vehicle; and

(c) a vehicle transporting for hire passengers or goods brought into the Municipality from outside the limits of the Municipality, or transporting for hire passengers or goods taken on within the limits of the Municipality to be discharged or unloaded outside the limits of the Municipality.

3.0 DEFINITIONS

3.1 In this by-law

“**accessible taxi**” means a vehicle licensed under this By-law as an accessible taxi;

“**Appeal Committee**” means the Committee established by the Municipality with authority to hear appeals of decisions made or actions taken pursuant to the provisions of this by-law;

“**driver’s license**” means a license issued by the Municipality to a person permitting that person to operate a vehicle for hire within the Municipality, and includes a conditional taxi driver’s license where the context permits;

“**licensed driver**” means a person who holds a valid driver’s license permitting that person to operate a vehicle for hire within the Municipality;

“**licensed owner**” means the holder of an owner’s license for a licensed vehicle;

“**licensed vehicle**” means a vehicle that is licensed under this by-law as a taxi, accessible taxi or limousine;

“**Licensing Authority**” means the office responsible for the licensing and enforcement of By-law T-1000 and related regulations as designated by the Chief Administrative Officer or designate;

“**limousine**” means a vehicle that is licensed under this by-law as a limousine;

“**medical report**” means a report made by a physician licensed to practice in the Province of Nova Scotia;

“**Municipality**” means the Halifax Regional Municipality;

“**owner**” means the person issued the vehicle’s license plates, as indicated on the permanent Nova Scotia Vehicle Registration Permit for the vehicle, and includes any other person who holds the legal title of the vehicle;

“**owner’s license**” means a taxi owner’s license, an accessible taxi owner’s license or limousine owner’s license, and includes a conditional taxi owner’s license, conditional accessible taxi owner’s license or conditional limousine owner’s license where the context permits;

“**parcels**” includes boxes, packages and other articles of whatever nature;

“**public place**” includes any highway, street, road, lane, alley, taxi stand or other public place in the Municipality;

“**service animal**” means any animal individually trained to do work or perform tasks for the benefit of the individual with a disability or is used for search and rescue or law enforcement;

“**taxi**” means a vehicle that is licensed under this by-law as a taxi, but does not include an accessible taxi;

“**taxi meter**” means a mechanical or electronic meter that automatically measures and registers the distance travelled by the vehicle and the fare corresponding to the distance as determined using the fares prescribed by Administrative Order 39 ;

“**vehicle**” means a motor vehicle;

“**vehicle for hire**” means a licensed vehicle while in engaged in the transport of passengers or parcels for a fee;

“**zone**” means the geographical service area in respect of which a taxi owner’s license is issued, as prescribed by Administrative Order 39.

4.0 OPERATING A LICENSED VEHICLE

4.1 For the purposes of this by-law the operation of a vehicle includes:

(a) transporting passengers or parcels for hire in or through any public place in the Municipality;

(b) being in or on any public place in the Municipality while in control of a vehicle for the purpose of offering the vehicle for hire;

(i) soliciting passengers for hire regardless of the method used to offer the vehicle for hire or

(ii) to solicit passengers and regardless of the method used to signal the driver that a person wants to engage the vehicle; and

(c) waiting at any location in the Municipality, whether in a public place or a private place, while in the control of a motor vehicle for the purpose of offering the vehicle for hire;

(i) soliciting passengers for hire regardless of;

(ii) the method used to offer the vehicle for hire or to solicit passengers and regardless of the method used to signal the driver that a person wants to engage the vehicle.

5.0 NUMBER OF ACCESSIBLE TAXIS AND DRIVERS NOT AFFECTED

5.1 Nothing in this by-law affects or limits either directly or indirectly the number of accessible taxi drivers or the number of accessible taxi vehicles that may be licensed in the Municipality or in any zone in the Municipality.

**PART 1
ADMINISTRATION**

6.0 ROLE OF LICENSING AUTHORITY

6.1 The Licensing Authority is responsible for the regulation of licensed vehicles, licensed owners and licensed drivers and the administration and enforcement of the provisions of this by-law, and related regulations, and includes any officer or official carrying out those duties under this by-law.

6.2 The Licensing Authority must:

- (a) make all necessary inquiries concerning applications for licenses under this by-law;
- (b) examine or cause to be examined every applicant for a driver's license for compliance with this by-law;
- (c) examine or cause to be examined every vehicle to be licensed for compliance with this by-law;
- (d) keep a register of all licenses granted containing the name and complete mailing address of every license holder and the date of issue of each license;
- (e) issue licenses in accordance with this by-law if all requirements have been met;
- (f) provide applicants with a copy of this by-law and Administrative Order 39, upon request; and
- (g) determine by inspection and enquiry from time to time whether licensed owners, licensed drivers and licensed vehicles continue to comply with the provisions of this by-law and all applicable laws.

6.3 The Licensing Authority in its sole discretion may abridge or extend the time limits provided for in this bylaw.

**PART 2
PROHIBITIONS RELATED TO UNLICENSED VEHICLES AND DRIVERS**

7.0 OPERATION OF VEHICLES

7.1 A person must not operate a vehicle to provide the services of a taxi, accessible taxi or limousine and the owner of a vehicle must not permit its operation as a vehicle to provide the services of a taxi, accessible taxi or limousine unless:

- (a) the vehicle is the subject of a valid taxi owner's license in the case of a vehicle offering the services of a taxi;
- (b) the vehicle is the subject of a valid accessible taxi owner's license in the case of a vehicle offering the services of an accessible taxi;
- (c) the vehicle is the subject of a valid limousine owner's license in the case of a vehicle offering the services of a limousine;

(d) in the case of a taxi or accessible taxi, the original of the owner's license (photocopy or other facsimile is not permitted) for the vehicle is conspicuously displayed on or above the doorpost or on the rear portion of the front seat, and, in case of a limousine, the original of the owner's license (photocopy or other facsimile is not permitted) for the vehicle is in the vehicle and available for presentation upon request; and

(e) the license sticker issued for the vehicle by the Licensing Authority for the current license year is affixed to the vehicle in the location and manner prescribed by Administrative Order 39, or is affixed in such other location on the vehicle as approved by the Licensing Authority.

7.2 Subsection (1) does not apply so as to require a vehicle to be licensed under this by-law if it is used to transport parcels for a fee if it is not used to transport passengers for a fee.

7.3 A person must not operate a licensed vehicle as a vehicle for hire unless:

(a) the person holds a valid driver's license issued pursuant to this by-law;

(b) the original of the driver's license (photocopy or other facsimile is not permitted) is conspicuously displayed in the vehicle and is readily visible to any passenger who may be in it.

8.0 DEEMED OPERATION OF TAXI OR ACCESSIBLE TAXI

8.1 A person who is in control of a taxi or accessible taxi in the Municipality while the vehicle's taxi roof sign is displayed or uncovered is deemed to be operating the vehicle as a vehicle for hire.

PART 3 OWNERS' LICENSES

9.0 OBTAINING OR RENEWING AN OWNER'S LICENSE

9.1 The Licensing Authority may issue owner's licenses that are either conditional or permanent.

9.2 Subject to this by-law, an owner of a motor vehicle:

(a) who is an individual may obtain or renew an owner's license by applying in person to the Licensing Authority; or

(b) that is a corporation may renew an owner's license by having an officer of the corporation apply in person to the Licensing Authority.

9.3 An application to obtain or renew an owner's license must be accompanied by:

(a) a criminal record/vulnerable sector check in respect of the applicant, or if the applicant is a corporation, a criminal record/vulnerable sector check in respect of ~~each shareholder holding 25% or more of any type or series of shares in the applicant corporation~~ **the applicant officer of the corporation;**

(b) a statutory declaration attesting to the matters required by the Licensing Authority;

(c) all applicable fees for the license as set by Administrative Order 15; ~~and~~

(d) if the applicant is a corporation, a current print out from the Nova Scotia Registry of Joint Stocks showing an active status for the corporation that will operate the vehicle to which the license relates and if that corporation is not the holder of the owner's license also a letter authorizing the use of the corporation's name; **and**

(e) a NS Vehicle Registration permit listing the title and license plate in the name of the applicant or owner's license holder, or in the name of the lessor of a leased vehicle, if supported by lease documentation from a commercial lessor showing the applicant or owner's license holder as the lessee of the vehicle.

9.4 Despite subsection 9.3 (a), if the applicant has applied for a criminal record/vulnerable sector report but the report is not available at the time of the application, the Licensing Authority may grant the applicant a conditional owner's license pending receipt of a satisfactory report, if the applicant submits proof to the Authority that the applicant has applied and paid for the report and a statutory declaration attesting to the application for the record.

9.5 If a conditional owner's license has been issued in the circumstances described in section 9.4 and the criminal record/vulnerable sector report is not received by the Licensing Authority:

(a) within 30 days of the date of issue, the conditional owner's license is automatically suspended until the report is received by the Licensing Authority; and

(b) within six months of the date of issue, the conditional owner's license is automatically terminated.

9.6 If a conditional owner's license has been issued in the circumstances described in section 9.4 and an unsatisfactory criminal record/vulnerable sector report is provided, the Licensing Authority must immediately suspend the owner's license while the Licensing Authority confirms the information contained in the report, and if the information is confirmed the owner's license must be cancelled by the Licensing Authority.

9.7 The following insurance requirements apply to a vehicle that is the subject of an application under this section:

(a) the vehicle must be insured by an automobile insurance policy **issued in the name of the owner's license holder**, that provides public liability insurance, passenger hazard insurance, and property damage insurance in an amount not less than \$1,000,000.00 without any limit on any particular claim up to that amount regardless of the number of persons involved or the nature of the damage;

(b) if the application is in respect of an accessible taxi, the vehicle must, in addition to the insurance required by subsection (a), be insured by a policy of insurance that **expressly includes provides** coverage against all loss, damage and claims arising out of or in connection with the loading or unloading or transporting of disabled persons;

(c) the applicant must deposit the policy or policies required by this section with the Licensing Authority; and

(d) the applicant must have directed the insurance company issuing an insurance policy required by this section to advise the Licensing Authority of any change to the coverage and terms of the insurance policy during the term of the license and to notify the Licensing Authority when the insurance policy is no longer in effect.

9.8 Despite the definition of "owner" in section 3, if an owner's license held on October 19, 2010, was at that time subject to a written agreement in respect of a vehicle under which agreement the license holder was not the title or plate holder of the vehicle, the owner's license may be renewed if the agreement between the two parties has continued uninterrupted since October 19, 2010 and as long as the agreement continues uninterrupted.

9.9 A vehicle to be licensed must meet and be maintained to the requirements prescribed by Administrative Order 39 and at any given time may be licensed as only one of the following:

(a) a taxi;

(b) an accessible taxi; or

(c) a limousine.

9.10 An expired owner's license is not valid and not operational, but may be renewed within a 30-day grace period following its expiration date.

9.11 An expired owner's license cannot be renewed if more than 30 days have elapsed since its expiration date.

9.12 The Licensing Authority may waive the requirement under subsection 9.2 (a) for an individual to appear in person, if the individual submits a medical report satisfactory to the Licensing Authority setting out the medical reasons why applicant is unable to attend in person.

~~**9.13** The Licensing Authority must not issue or renew an owner's license unless the applicant and the vehicle to be licensed meets or continues to meet the requirements of this by-law and all applicable laws.~~

9.13 (1) The Licensing Authority must not issue or renew an owner's license unless the applicant and the vehicle to be licensed meets or continues to meet the requirements of this by-law and all applicable laws.

(2) The Licensing Authority may decline to issue or renew any owner's license to Any applicant when the Licensing Authority, determines that the issuance or renewal of the license is not in the best interests of furthering the objectives of this by-law, including the transformation of the vehicle for hire industry into a fully accessible, single owner license held by a licensed driver, service model.

(3) Notwithstanding subsection 9.13(1) or any other provision of this by-law, the Licensing Authority may issue or renew an owner's license, which issuance or renew is not in compliance with any provision of this by-law, when the Licensing Authority, determines that exceptional circumstances warrant such issuance or renewal.

(4) The Licensing Authority may temporarily suspend the issuance or renewal of an owner's license, or of a category of owner's licenses, as determined appropriate by the Licencing Authority to respond to circumstances that may arise.

~~**9.14** The Licensing Authority must not issue or renew a taxi or limousine owner's license if the applicant:~~

~~— (a) is not a licensed driver in the Municipality; or~~

~~— (b) in respect of a taxi owner's licence, the applicant already holds a taxi owner's license in the Municipality either in his or her name or in the name of a corporation in which the applicant is a shareholder.~~

9.14 The Licensing Authority shall not issue or renew an owner's license:

(a) if the applicant is not the holder of a driver's license issued by the Municipality; or

(b) If the issuance or renewal of the license will result in the applicant holding more than one owner's license in the Municipality either in his or her name or in the name of a corporation in which the applicant is a shareholder.

~~**9.15** Section 9.14 does not apply to the renewal of an owner's license first issued before July 19, 2008, unless the owner has become a licensed driver subsequent to that date and does not apply to the renewal of a limousine owner licenses held in a company name on or before October 23, 2012.~~

9.15 (1) Subsection 9.14(a) does not apply to the renewal of an owner's license first issued before July 19, 2008, unless the owner has become a licensed driver subsequent to that date.

(2) Subsection 9.14(b) does not apply to the renewal of an owner's license held on or before the coming into force of that subsection

9.16 The Licensing Authority must:

(a) suspend ~~a taxi or limousine~~ an owner's license issued to an individual during such periods of time as the provincially issued license to the individual to operate a passenger vehicle is suspended or the driver's license held by the individual in accordance with this by-law is suspended; and

(b) cancel ~~a taxi or limousine~~ an owner's license issued to an individual if the provincially issued license to the individual to operate a passenger vehicle is cancelled or the driver's license held by the individual in accordance with this by-law is cancelled.

9.17 Section 9.16 does not apply to owner's license first issued before July 19, 2008, unless the owner has become a licensed driver subsequent to that date.

~~**9.18** Upon application to the Licensing Authority, a license holder may change the registered vehicle that is the subject of an owner's license to another vehicle that complies with this by-law.~~

9.18 (1) The Licensing Authority shall not issue new taxi owner licenses.

(2) A taxi owner license held in respect of a non-accessible vehicle may continue to be renewed.

(3) Upon application to the Licensing Authority, a license holder may change the registered vehicle that is the subject of an owner's license to another vehicle that complies with this by-law.

9.19 (1) An owner's license is the property of the Municipality, is non-transferable, and automatically expires upon the death of the holder.

(2) An owner's license issued in the name of a corporation may be renewed but is non-transferable and automatically expires on the sale, devolution or other transfer of any shares of the corporation or upon the issuance of any new shares by the corporation, **to a person who was not a shareholder in the corporation on October 23, 2012.**

(3) The reproduction of an owner's license in any manner is prohibited.

~~**9.20** A conditional taxi owner's licence may not be renewed but is otherwise subject to the same privileges and requirements as a permanent taxi owner's licence unless, and to the extent, the contrary is provided for in this By-Law.~~ **A conditional owner's license may not be renewed, but is otherwise subject to the same privileges and requirements as a permanent owner's license unless, and to the extent, the contrary is contained in the attached conditions, or otherwise provided for in this By-Law or Administrative Order 39.**

10.0 BUSINESS NAME AND ADDRESS

10.1 (1) An owner's license must specify;

(a) the business name under which the vehicle to which the license relates is to be operated; and

(b) the business address and telephone number from which the vehicle is to operated.

(2) The applicant for an owner's license or for the renewal of an owner's license must, at the time of the application, provide the Licensing Authority with a company authorization letter or a current print out from their Nova Scotia Registry of Joint Stocks showing an active status for applicant as a the proprietorship, partnership or corporation, as the case may be.

10.2 A person must not operate a licensed vehicle as a vehicle for hire;

- (a) under any business name other than the name specified on the owner's license; or
- (b) from any address other than the business address specified on the owner's license.

10.3 At least three days before making the change, the owner's license holder must notify the Licensing Authority of any change in;

- (a) the business name under which the licensed vehicle is operated;
- (b) the business address from which the licensed vehicle is operated; or
- (c) the owner's residential address.

10.4 Saturday, Sunday and holidays are not to be included in calculating the three-day period under section 10.3.

11.0 VEHICLE REGISTRATION & OWNERSHIP PERMIT

11.1 The holder of an owner's license must notify the Licensing Authority of any change in the Nova Scotia vehicle registration permit for the licensed vehicle forthwith after the change.

11.2 An owner's license automatically terminates unless the holder of that owner's license registers another vehicle to the license by the earlier of (a) 30 days from the removal of the vehicle or (b) 30 days from the expiration date of the license, in the event of the following:

- (a) holder of an owner's licences ceases to be the owner of licensed vehicle;
- (b) the owner's license can not be renewed because the licensed vehicle is not in compliance with the vehicle requirements under this by-law; or
- (c) the licensed vehicle is otherwise removed from an owner's license

PART 4 DRIVERS' LICENSES

12.0 OBTAINING A DRIVER'S LICENSE

12.1 Subject to this by-law, an individual may obtain or renew a driver's license by applying in person to the Licensing Authority using the form supplied by the Licensing Authority.

12.2 An application for a driver's license must be accompanied by;

- (a) a criminal record/vulnerable sector check dated within 30 days of the application;
- (b) a statutory declaration of the applicant attesting to the matters required by the Licensing Authority;
- (c) all applicable fees for the license as set by Administrative Order 15;
- (d) two professionally taken passport style photographs dated within 30 days of the date of application which are neither heat sensitive nor subject to fading; and
- (e) a satisfactory Nova Scotia Registry of Motor Vehicles (Client Use) abstract of the applicant's minimum class 4 driving record, dated within 30 days of the date of application.

12.3 Despite subsection 12.2 (a), if the applicant is renewing a current driver's license and has applied for a criminal record/vulnerable sector report but the report is not available at the time of the application, the Licensing Authority may grant the applicant a conditional driver's license pending receipt of a satisfactory report, if the applicant submits proof to the Authority that he or she has applied and paid for the report and a statutory declaration attesting to the application for the record report.

12.4 If a conditional driver's license has been issued in the circumstances described in section 12.3 and the criminal record/vulnerable sector report is not received by the Licensing Authority;

(a) within 30 days of the date of issue, the conditional ~~owner's~~ **driver's** license is automatically suspended until the report is received by the Licensing Authority, and

(b) within six months of the date of issue, the conditional driver's license is automatically terminated.

12.5 If a driver's license has been issued in the circumstances described in section 12.3 and the criminal record/vulnerable sector report is not satisfactory to the License Authority, the License Authority must immediately suspend the driver's license while the Licensing Authority confirms the information contained in the report, and if the confirmed information is not satisfactory to the Licensing Authority the conditional driver's license must be cancelled by the Licensing Authority.

13.0 DRIVER'S NAME AND ADDRESS

13.1 An applicant for a driver's license must supply a valid residential address and telephone number as part of the licensing information.

13.2 Within three business days of a change in his or her residential address or telephone number, a licensed driver must notify the Licensing Authority of the current information.

14.0 CONDITIONAL AND PERMANENT DRIVERS' LICENSES

14.1 The Licensing Authority may issue drivers' licenses that are either conditional or permanent.

14.2 Subject to section 14.4, a person who has not previously held a permanent driver's license may only apply for a conditional driver's license.

14.3 An applicant may be issued a conditional driver's license if the applicant has met all other requirements of this by-law; and

(a) has supplied proof of successful completion of the English Language proficiency test, as in effect from time to time, approved by the Licensing Authority;

(b) has successfully completed the licensing process and examinations, as in effect from time to time, approved by the Licensing Authority; and

(c) has supplied proof of registration for the National Standards Certification Program for Taxicab/Limousine Drivers administered by the Nova Scotia Tourism Human Resource Council.

14.4 A person who has held a permanent driver's license pursuant to this by-law, within the two years preceding their application for a driver's license and who meets the requirements for a driver's license set out in this by-law may be issued a permanent driver's license.

14.5 The holder of a conditional driver's license who meets the requirements for a licensed driver set out in this by-law and who has successfully completed the National Standards Certification Program for Taxicab/Limousine Drivers administered by the Nova Scotia Tourism Human Resource Council may be issued a permanent driver's license.

14.6 ~~A conditional driver's license may not be renewed but is otherwise subject to the same privileges and requirements of a permanent driver's license unless, and to the extent, the contrary is provided for in this By-Law or Administrative Order 39.~~ **A conditional driver's license may not**

be renewed but is otherwise subject to the same privileges and requirements of a permanent driver's license unless, and to the extent, the contrary is contained in the attached conditions, or otherwise provided for in this By-Law or Administrative Order 39.

14.7 If the holder of a driver's license issued by the Municipality suffers a suspension or revocation of his or her provincially issued license to operate a passenger vehicle, then that person's driver's license must be correspondingly suspended or revoked for the same period of time.

14.8 (1) A driver's license is the property of the Municipality, is non-transferable and automatically terminates upon the death of the holder.

(2) The reproduction of a driver's license in any manner is prohibited.

14.9 An applicant to obtain or renew a driver's license who is claiming the benefit of sections 28.1(k)(i) or 28.3 due to physical limitation or disability, shall provide an up to date medical report at the time of the application.

14.10 The Licensing Authority may temporarily suspend the issuance or renewal of a driver's license, or of a category of driver's licenses, as determined appropriate by the Licensing Authority to respond to circumstances that may arise.

15.0 EXPIRY OF APPLICATIONS

15.1 An application for a driver's license automatically expires if the applicant fails to complete the examination process within 12 months from the date of the application.

16.0 FAILURE TO PASS EXAMINATIONS

16.1 An applicant for a driver's license who fails the examinations required by subsection 14.3 (b) twice within the 12 month period following the date of the application, must wait three months from the date of the last attempt before submitting a new application.

PART 5 TERM OF LICENSES

17.0 EXPIRY OF OWNERS' LICENSES

17.1 An owner's license held by an individual expires on the next anniversary date of the license holder's date of birth.

17.2 If an owner's license is held by a corporation, it may select a renewal date for the owner's license for that corporation and thereafter every owner's license held by that corporation expire on the next anniversary of that date.

18.0 EXPIRY OF DRIVERS' LICENSES

18.1 Permanent driver's licenses are valid for a period of up to two years and expires on the second anniversary date of the license holder's date of birth;

18.2 A conditional driver's license is only valid for 12 months and will terminate on the first anniversary of its date of issue.

18.3 If a person's conditional driver's license has expired or been cancelled, that person is not eligible to apply for a permanent license or another conditional driver's license within six months of the expiration or cancellation date of the previous conditional license.

18.4 A driver's license automatically terminates upon the death of the holder.

19.0 FEES: PRORATION AND NONREFUNDABILITY

19.1 The Licensing Authority may in its discretion impose an increase or decrease in licensing fees prorated on a monthly basis to take into account circumstances in which a license is issued for a period of time other than the standard licensed period for that type of license.

19.2 The license fee for a license is not refundable if the license is cancelled, or suspended.

20. EXPIRY DATE TO APPEAR ON LICENSES

20.1 The expiry date must be clearly printed on every owner's license and every driver's license.

21.0 GRACE PERIOD: OWNERS' LICENSES

21.1 Despite the expiry of an owner's license, the license may be renewed at any time within 30 days following its expiry. Licenses in their grace period are not legal to operate.

21.2 Despite the expiry of an owner's license the Licensing Authority may upon application by an owner extend the period in which to renew an owner's license if:

(a) the licensed vehicle to which the license relates has been damaged and prevents the vehicle from being operated as a vehicle for hire; and

(b) the damage has been certified by an adjuster or the licensed owner's insurer or otherwise established to the satisfaction of the Licensing Authority.

21.3 An expired owner's license cannot be renewed if the grace period permitted by section 21.1 or as extended by section 21.2 has expired.

22.0 INCAPACITATED OWNERS AND DRIVERS

22.1 (1) ~~Despite any limitation on the number of licences that may be issued, a~~ **A** driver's licence that has not been renewed because of illness or injury suffered by the license holder may be renewed at any time upon presentation to the Licensing Authority of a medical report satisfactory to the Authority that the licence holder was prevented for medical reasons, during the entire period in question, from being able to operate a ~~taxi, accessible taxi or limousine, as the case may be as a~~ vehicle for hire.

22.2 (1) ~~Despite any limitation on the number of licences that may be issued, a~~ **A**n owner's licence that has not been renewed because of illness or injury suffered by the license holder may be renewed at any time upon presentation to the Licensing Authority of a medical report satisfactory to the Authority that the licence holder was prevented for medical reasons, during the entire period in question, from being able to renew the licence.

22.3 Upon the request of the holder of an owner's license, supported by a medical report satisfactory to the Licensing Authority that establishes to the satisfaction of the Licensing Authority that the license holder is incapable of operating a vehicle as a vehicle for hire for medical reasons, the Licensing Authority must suspend the owner's license until such time as the owner supplies confirmation by way of a medical report satisfactory to the Licensing Authority that they are again capable of operating the vehicle for hire.

22.4 ~~Despite any limitation on the number of owners' licenses that may be issued, if the Licensing Authority has confirmation of a medical suspension under section 22.3, the Licensing Authority, in its discretion, may issue an owner's license to the next person on the waiting list in that zone.~~ **Repeal.**

23.0 LICENSES BECOME INVALID AND NON OPERATIONAL ON EXPIRY

23.1 An owner's license or driver's license that has expired or that has been suspended, cancelled, revoked or terminated is not valid or operational.

24.0 REPLACEMENT LICENSES

24.1 An owner's licence or driver's licence that has been destroyed, lost or stolen will be replaced by the Licensing Authority upon receipt of sufficient proof of the destruction, loss or theft and upon payment of the fee required by Administrative Order 15.

**PART 6
OWNERS' RESPONSIBILITIES**

25.0 DUTY TO MAINTAIN INSURANCE

25.1 The holder of an owner's license:

(a) must maintain the insurance described in section 9.7 at all times and must provide to the Licensing Authority, upon demand, evidence that the insurance is in force; and

(b) must require the agent or the insurance company that issued the policy of insurance to immediately notify the Licensing Authority of any changes in coverage or the cancellation of any insurance policy.

25.2 The agent or the insurance company referred to in subsection 25.1 (b) must immediately notify the Licensing Authority of any change or cancellation of the policy of insurance.

25.3 The Licensing Authority must immediately suspend an owner's license if it receives notification or otherwise has reason to believe that the insurance for the licensed vehicle may have lapsed, been suspended or cancelled, and if it is confirmed that the vehicle is no longer insured, the Licensing Authority must cancel the owner's license.

25.4 Despite sections 25.1 and 25.3, if the holder of an owner's license submits a medical report satisfactory to the Licensing Authority establishing that the license holder is incapable of operating the vehicle to which the license relates as a vehicle for medical reasons, the Licensing Authority shall suspend the owner's license until such time as the owner is again capable of operating the vehicle as a vehicle for hire.

26.0 ACCESSIBLE TAXIS: PHYSICALLY CAPABLE DRIVERS

~~**26.1** The holder of an accessible taxi owner's license must ensure that all drivers of the accessible taxi to which the license relates are capable of providing and do provide all necessary assistance to passengers to facilitate the use of the accessible taxi.~~

26.0 ACCESSIBLE TAXIS: PHYSICALLY CAPABLE DRIVERS & PASSENGER SECUREMENT SYSTEMS

26.1 The holder of an accessible taxi owner's license must ensure that all drivers of the accessible taxi to which the license relates are properly instructed on how to apply and do apply the accessible taxis mobility aid securement systems and occupant restraint systems to all wheelchair passengers in accordance with the manufacturer's specifications, prior to operating the taxi.

26.2 All drivers of accessible taxi vehicles must ensure that all necessary assistance is provided to passengers to facilitate the use of the accessible taxi and that all mobility aid securement systems and occupant restraint systems are applied to all wheelchair passengers in accordance with the manufacturer's specifications, prior to operating the taxi.

27.0 DUTY TO ENSURE DRIVERS ARE LICENSED

27.1 The holder of an owner's license must not permit any person to operate the vehicle to which the license relates as a vehicle for hire unless the person is in possession of both a valid provincially issued Nova Scotia license to operate a passenger vehicle and a valid driver's license in accordance with this by-law.

**PART 7
DRIVER RULES**

28.0 COMPLIANCE

28.1 The driver of a licensed vehicle for hire must comply with the following rules while in control of the vehicle to which the license relates:

(a) a driver must maintain a high standard of personal hygiene which will be reflected in a neat, clean and professional appearance and personal cleanliness at all times;

(b) a driver must not have any other person in the vehicle while engaged by a passenger **except the passenger** unless that passenger gives their consent;

(c) a driver must not charge separate fares when there is more than one passenger, unless agreed upon by all passengers;

(d) upon being applied to in person or by radio, or other electronic means, a driver must, unless already engaged by a passenger, place themselves and the vehicle at the disposal of the person so applying and the driver must proceed to any place in the Municipality that the person requests, but the driver may refuse to drive the person if;

(i) the person's destination violates any owner's license zone restrictions applicable to the vehicle under this by-law;

(ii) the person's conduct at the time of applying, is such that it causes a driver to fear for his or her safety; or

(iii) the person refuses to provide proof of payment or partial payment in advance, as provided for in Administrative Order 39.

(e) a driver must transport any personal luggage accompanying a passenger and must place the luggage in and take it out of the vehicle if requested to do so by the passenger;

(f) if a driver engages to be at a particular place at a particular time, he or she must be punctual in attendance at the that time and place;

(g) a driver must not use abusive or insulting language and must not interfere with the free selection by any passenger of any vehicle;

(h) a driver while in any public place, must not be noisy or display behaviour that is disruptive or offensive to the public;

(i) a driver may solicit passengers but such solicitation must be done professionally and not in a manner that is noisy, disorderly or considered disruptive or offensive to the public;

(j) unless otherwise directed by the passenger, the driver must proceed to the destination by the most direct and shortest route;

(k) a driver must not refuse to transport a disabled passenger **or a service animal** unless:

(i) the refusal is justified by physical limitations or disabilities of the driver, and the driver has provided a medical report to the Licensing Authority that supports his or her claim of physical limitations or disabilities, or

(ii) transporting the passenger would constitute a by-law violation; and

(l) **~~a driver must not smoke in the vehicle nor permit passengers to smoke in the vehicle.~~ a driver must not smoke, including e-cigarettes, in the vehicle nor permit passengers to smoke, including e-cigarettes, in the vehicle; and**

(m) a driver must abide by the the Taxicab Passenger/Operator Code of Ethics as set out in Schedule 6 of Administrative Order #39 and ensure that the Code of Ethics is available in the

vehicle for passengers.

28.2 A driver of a licensed vehicle may determine whether a passenger may eat or drink while in the vehicle and where a passenger is to sit.

28.3 Despite subsection 28.1(f) (e), a driver may refuse to handle luggage if the refusal is justified by his or her physical limitations or disabilities and a medical report on the physical limitations or disabilities has been filed with the Licensing Authority.

29.0 DUTY TO ASSIST PASSENGER

29.1 The driver of a licensed vehicle for hire must render all reasonable assistance requested by a passenger in entering or exiting the vehicle or in loading items into the vehicle.

**PART 8
SMOKE FREE VEHICLES, SIGNS, FARES AND METERS**

30.0 VEHICLES TO BE SMOKE FREE

30.1 The owner of a licensed vehicle must not permit smoking in the vehicle at any time, whether or not the vehicle is being operated at the time as a vehicle for hire.

30.2 Neither the owner nor the driver of a licensed vehicle may represent that it is a non-smoking vehicle or a smoke free vehicle if it has been smoked in while owned by the current owner.

31.0 SIGNS

31.1 A vehicle must not be operated as a taxi or an accessible taxi unless it is equipped with a taxi roof light sign that complies with the requirements for taxi roof lights set out in Administrative Order 39.

31.2 ~~An accessible taxi is not required to have a taxi roof light sign if it has side markings that comply with the requirements for side markings set out in Administrative Order 39.~~ **Repeal.**

31.3 A taxi or accessible taxi may display only rooftop advertising that complies with the requirements for rooftop advertising set out in Administrative Order 39.

31.4 The taxi roof light sign must be removed from a taxi, accessible taxi or covered with opaque material when the vehicle is not in service as a vehicle for hire.

32.0 FARES

32.1 A licensed vehicle may carry passengers and their parcels for hire and may carry parcels for hire in the absence of passengers.

32.2 An owner or driver of a licensed vehicle must charge the applicable fares and rates prescribed by Administrative Order 39.

32.3 The fare or rate charged by the owner or driver of a licensed vehicle for the carriage of parcels in the absence of passengers must be the same as for the carriage of passengers.

32.4 An owner or driver of a taxi or accessible taxi is guilty of an offence if he or she receives or demands a fare that is greater than that registered on the vehicle's taxi meter, unless the fare is otherwise in accordance with the fares set out in Administrative Order 39.

32.5 It is not an offence for a driver of a vehicle for hire to accept a gratuity voluntarily offered by a passenger or in the absence of a passenger a person shipping or receiving parcels.

32.6 (1) The driver of a vehicle for hire must not demand any additional charge for:

- (a) the transportation of wheelchairs, walkers or service animals accompanying disabled passengers; or

(b) escorting passengers to and from the first accessible door of their pick-up or destination.

(2) For the purposes of subsection(1)(a), “service animal” means any animal individually trained to do work or perform tasks for the benefit of the individual with a disability or is used for search and rescue or law enforcement.

32.7 It is not an offence for a driver of a vehicle for hire to negotiate with a passenger an amount to recover the costs of cleaning or repairing the vehicle if the passenger has damaged or soiled the vehicle.

32.8 The driver of a taxi or accessible taxi must post in a place which is clearly visible to passengers:

(a) a copy of Taxi Rate Schedule set out in Schedule 1 to Administrative Order 39; and

(b) if the driver charges fares provided for in Schedule 2 or 3 of Administrative Order 39, a copy of the tariff of fares as set out in the applicable Schedule.

33.0 TAXI METERS

33.1 A vehicle must not be licensed or operated as a taxi or accessible taxi unless it has a functioning taxi meter installed in the vehicle.

33.2 Only one taxi meter may be installed in a taxi or accessible taxi.

33.3 The following specifications apply to a taxi meter and its installation:

(a) it must register only a single tariff;

(b) it must be connected to and operated from a front wheel of the vehicle or from its transmission or driveshaft;

(c) it must be equipped with a timing device that registers the fare while the taxi is engaged but not in motion in accordance with the taxi rate schedule as outlined in Administrative Order 39;

(d) it must be mounted in the taxi so that the registered fare is clearly visible to passengers at all times and is illuminated by a suitable light while in operation at night;

(e) the taxi meter casing and internal components must be kept sealed and intact; and

(f) it must not be calibrated to register any fare other than the fares as outlined in Schedule 1 of Administrative Order 39.

33.4 The holder of an owner’s license must, at his or her own expense, provide to the Licensing Authority a certificate stating that the taxi meter is properly calibrated to show the fares set out in Schedule 1 of Administrative Order 39.

33.5 The Licensing Authority may refuse to accept a certificate provided under section 33.4 if, in the Licensing Authority’s opinion, it cannot be relied upon.

33.6 The Licensing Authority must suspend the license of an owner of a taxi or accessible taxi who has contravened section 33.4.

33.7 A license suspended under section 33.6 may be reinstated, subject to any other penalty, or continued suspension, pursuant to this bylaw that is appropriate in the circumstances in the judgment of the Licensing Authority, when the owner satisfies the Licensing Authority that the vehicle to which the suspension relates is equipped with a properly installed and calibrated taxi meter.

34.0 DUTY TO USE TAXI METER

34.1 The driver of a taxi or accessible taxi who transports any passenger or parcel for hire must ensure that the taxi meter operates during the entire period that the vehicle is engaged unless:

(a) the driver has made an agreement with the passenger for transportation of the passenger or parcel at the hourly rate provided for in Schedule 1 of Administrative Order 39;

(b) the driver is charging a fare provided for in Schedule 2 or 3, as may be applicable, of Administrative Order 39; or

(c) there is a contract for special rates in effect for the transportation of the passenger or parcel as provided for in Schedule 1 of Administrative Order 39.

35.0 TAXI METER INSPECTION

35.1 The Licensing Authority may at any time inspect any taxi meter that is installed in a taxi or accessible taxi and may apply such tests to the vehicle and meter as may be necessary to ascertain the accuracy of the taxi meter.

35.2 An owner or driver of a taxi or accessible taxi who fails to allow an inspection required by the Licensing Authority or its appointee under section 35.1 or who fails to allow or hinders a test referred to in that section is guilty of an offence.

35.3 Without restricting any charge that may be brought under section 35.1, if an owner or driver of a taxi or accessible taxi has failed to allow an inspection required by the Licensing Authority or its appointee under section 35.1 or has failed to allow or hinders a test referred to in that section, the Licensing Authority must immediately suspend the license of the owner of the vehicle and the driver.

35.4 A license suspended under section 35.3 must remain suspended at least until the Licensing Authority is satisfied with the accuracy of the meter.

36.0 OFFENCE: INACCURATE TAXI METERS

36.1 An owner and driver of a taxi or accessible taxi is guilty of an offence if he or she operates or permits the vehicle to be operated as a taxi or accessible taxi if the taxi meter in the vehicle shows a variation of more than five per cent from the proper fare as set out in Schedule 1 to Administrative Order 39.

PART 9 ZONES AND TAXI OWNER'S LICENSE LIMITATIONS

37.0 ZONES

37.1 The Municipality is divided into such taxi zones as may be prescribed by Administrative Order 39.

38.0 TAXIS TO BE LICENSED IN ONLY ONE ZONE

38.1 A vehicle may be licensed as a taxi in only one zone.

38.2 The license sticker issued by the Licensing Authority for a taxi must indicate the zone in which the taxi is licensed.

38.3 A vehicle may only be operated as taxi if a valid license sticker is affixed to the vehicle in the location and manner prescribed by Administrative Order 39, or is affixed in such other location on the vehicle as approved by the Licensing Authority.

39.0 ZONE REGULATIONS FOR TAXI DRIVERS

39.1 A taxi driver may pick up or accept passengers or parcels in the zone in which the taxi is licensed and transport them to any location in that zone.

39.2 A taxi driver may pick up or accept passengers or parcels in any zone and transport them to any location in another zone.

39.3 A taxi driver must not pick up passengers or parcels in a zone in which the taxi is not licensed and carry those passengers or parcels to another location within that same zone unless authorized to do so by Administrative Order 39 or by resolution of the council of the Municipality.

40.0 TAXI OWNER'S LICENSE LIMITATIONS

~~40.1 The number of taxi owners' licenses for each zone in force at any time in the Municipality must not exceed the number prescribed by Administrative Order 39.~~

~~40.2 Except as otherwise provided in this by-law, the Licensing Authority must not issue a new taxi owner's license for a zone unless the number of taxi owners' licenses in force in that zone is below the number prescribed by Administrative Order 39 for that zone.~~

~~40.3 Unless otherwise provided for in this By-Law, or unless the Licensing Authority determines that exceptional circumstances exist, a taxi owner's license that is revoked or surrendered, or which ceases to be in force for any reason other than expiration, can not be renewed or reissued if the renewal or reissuance will result in the number of licenses in force in the zone for which the license was issued exceeding the number prescribed for the zone.~~

~~40.4 The Licensing Authority must maintain a waiting list of applicants for new taxi owner's licences for each zone in accordance with Administrative Order 39 and the maintenance of the waiting lists and new licenses are to be issued in accordance with Administrative Order 39.~~

40.0 LICENSE LIMITATIONS

40.1 Any limitations on the number of taxi owners' licenses and limousine owner's licenses that may be in force at any time in the Municipality shall be as prescribed by Administrative Order 39.

PART 10 COMMON TAXI STANDS

41.0 COMMON TAXI STANDS

41.1 The Traffic Authority for the Municipality may establish Common taxi stands designated by appropriate signs as provided for under the *Motor Vehicle Act*.

41.2 A common stand in a zone may only be used by licensed drivers who are operating accessible taxis, taxis licensed for that zone, or taxis authorized to operate in that zone by Administrative Order 39 or by a resolution of the council of the Municipality enacted for the purposes of section 39.3.

41.3 The following rules apply to the use of a common stand by the driver of a taxi or accessible taxi:

(a) a driver whose vehicle is available for hire may take a position with his or her vehicle at any common stand where there is vacant position in accordance with the number of positions established by the Traffic Authority as posted on the common taxi stand sign;

(b) a driver entering a common stand must take his or her position at the rear of the last vehicle in line at the stand;

(c) whenever a vehicle leaves the common stand, all other drivers must move their vehicles ahead;

(d) a driver must move his or her vehicle when necessary to allow the departure from the common stand of any other taxi or accessible taxi; and

(e) a driver parked at a common stand must not:

(i) leave his or her vehicle unattended,

- (ii) obstruct the exit of another vehicle whose driver indicates a desire to leave the stand, or
- (iii) interfere with the free selection by any passenger of any vehicle at the stand.

PART 11 HOTELS STANDARDS

42.0 HOTEL STANDARD INSPECTION / DECAL

42.1 The owner of a taxi or accessible taxi may apply to the Licensing Authority for Hotel Standard decals and the Licensing Authority must issue the decals if, upon inspection, the taxi or accessible taxi is found to be in full compliance with the requirements of this by-law.

42.2 Hotel Standard decals expire six months after their date of issue and section 42.1 applies with necessary modifications if the owner of a taxi or accessible taxi wishes to renew the decals.

42.3 The owner of the taxi or accessible taxi must pay the fee required under Administrative Order 15 for each inspection of his or her vehicle in respect of an application for, or renewal of, Hotel Standard Decals.

42.4 The owner of a taxi or accessible taxi in respect of which Hotel Standard decals are issued must affix the decals in a place on the vehicle designated by the Licensing Authority so that they are clearly visible.

42.5 A taxi stand designated as a "Hotel Standard Taxi" stand may only be used by taxis and accessible taxis that has displayed a valid Hotel Standard decal issued pursuant to this by-law and which is operated by a licensed National Standard Certified driver.

PART 12

43.0 NATIONAL STANDARDS CERTIFICATION FOR DRIVERS

43.1 A person who holds a driver's license and who has successfully completed the National Standards Certification Program for Taxicab/Limousine Drivers administered by the Nova Scotia Tourism Human Resource Council may apply to the Licensing Authority to have the National Certification Standard identified on his or her driver's license.

PART 13 REFUSAL, SUSPENSION AND REVOCATION OF LICENSES

44.0 GENERAL

44.1 The Licensing Authority may suspend or revoke the owner's license or driver's license, or both, of any license holder, or refuse any applicant who

- (a) contravenes this by-law;
- (b) is either charged or convicted pursuant to any municipal by-law, or provincial or federal legislation;
- (c) has committed any act or acts, that in the opinion of the Licensing Authority, it is in the public interest that the person not hold either an owner's license or driver's license;
- (d) refuses to respond or cooperate with an investigation conducted by the Licensing Authority.

44.2 The Licensing Authority may refuse to grant a driver's license or may suspend or cancel a driver's license if

- (a) the applicant or license holder has been convicted of an offense against vulnerable persons, a sexual offence, an illegal sale or possession of drugs, a violent offence or a breach of trust;

(b) the applicant or license holder has failed to immediately notify the Licensing Authority that they have become the subject to a court order, undertaking, charge or conviction;

(c) the applicant or license holder has a driving record, criminal or provincial offence record or outstanding criminal charges that in the opinion of the Licensing Authority makes him or her unfit to operate a taxi, accessible taxi, or limousine, as the case may be; or

(d) the applicant or license holder has a criminal record in another country or jurisdiction that is similar in nature to the provisions described in subsection (a).

45.0 FALSE STATEMENTS

45.1 If an applicant or the holder of an owner's license or driver's license makes a false statement in a statutory declaration made pursuant to this by-law, the Licensing Authority may:

(a) refuse to issue the license that is the subject of the application;

(b) revoke any owner's licenses and or any driver's licenses held by the applicant;
and

(c) direct that the applicant is ineligible to apply for or to be granted a license under this by-law for a period of up to five (5) years.

46.0 NOT FIT AND PROPER PERSON

46.1 In addition to any other grounds for refusing to grant, suspending or revoking an owner's license or a driver's license, the Licensing Authority may refuse to grant, may suspend, or may revoke an owner's license or a driver's license if, in the opinion of the Licensing Authority, the applicant or license holder, as the case may be, is not a fit and proper person to have the license.

47.0 NOTICE OF SUSPENSIONS, REVOCATIONS

47.1 The Licensing Authority must immediately notify a license holder whose owner's license or driver's license has been suspended or cancelled.

47.2 The notice under section ~~48.4~~ **47.1** may be served on the license holder by registered mail addressed to the license holder's last known address on file with the Licensing Authority, and if sent by registered mail is deemed to have been served on the earlier date of actual receipt by the license holder or five business days from the date of mailing.

47.3 The license holder may within 15 days from the date of the service of the notice, appeal the suspension or revocation to the Appeal Committee.

47.4 If at any time a person who holds a driver's license under this by-law ceases to hold a valid class four or better driver's license issued by the Province of Nova Scotia, the driver's license issued under this by-law is deemed to be suspended and the person must immediately surrender it to the Licensing Authority.

47.5 A person whose driver's license is suspended under section ~~48.4~~ **47.4** may apply for reinstatement when his or her provincial chauffeur's license is renewed or reinstated.

47.6 The Licensing Authority may order a driver to take remedial sensitivity training in relation to the provision of service to disabled persons if as a result of its investigation the Licensing Authority is of the opinion that the driver would benefit from such remedial training.

PART 14 APPEALS

48.0 APPEALS

48.1 A person whose application for the issuance or renewal of an owner's license or driver's license is refused by the Licensing Authority, or a person whose owner's license or driver's license is suspended, revoked or cancelled by the Licensing Authority, may appeal the refusal, suspension, revocation or cancellation to the Appeals Committee, within 15 days from the date of the refusal, suspension or cancellation.

~~**48.2** No appeal may be taken from any decision or action of the Licensing Authority except upon written notice of appeal being served upon the Licensing Authority within 15 days from the decision or action appealed from.~~ **A person whose application is refused or a person whose owner's license or driver's license is suspended, revoked or cancelled by the Licensing Authority may appeal to the Appeals Standing Committee within 15 days after the refusal, suspension or cancellation by submitting their appeal in writing to the Municipal Clerk's Office.**

48.3 The Appeals Committee must hear the Appellant and may

- (a) confirm or vary the decision of the Licensing Authority;
- (b) order that a license be revoked and surrendered; or
- (c) order that a license be granted or reinstated, with or without conditions.

48.4 The Appeals Committee may order that a license be granted or reinstated subject to the appellant passing any tests provided for in this by-law, or proving that he or she meets the qualifications and requirements of this by-law, or subject to any conditions that the appeal committee determines appropriate under the circumstances.

48.5 The Appeals Committee must not make any decision that the Licensing Authority could not have made under this by-law.

PART 15 PROSECUTIONS AND GENERAL OFFENCE

49.0 PROSECUTIONS

49.1 The Licensing Authority or any law enforcement officer of the Municipality may cause to be prosecuted any person who contravenes any law, by-law or administrative order in respect of the ownership or operation of a licensed vehicle.

50.0 GENERAL OFFENCE

~~**50.1** Any person who violates or fails to comply with any provision of this by-law is guilty of an offence and on conviction is liable to the penalties prescribed in section 299 of the Motor Vehicle Act.~~ **A person who contravenes any section of this By-Law is liable upon summary conviction to a minimum penalty of not less than one hundred dollars (\$100.00) and a maximum penalty of not more than five thousand dollars (\$5000.00), and in default of payment, to imprisonment for a term not exceeding sixty (60) days.**

PART 16 TRANSITION

51.0 TRANSITION

51.1 A license granted under By-Law T-108 before its repeal and that was valid immediately before that repeal is continued under this by-law and expires at the time set out in the license.

51.2 A license granted under By-Law T-108 before its repeal that was suspended or had expired before that repeal may be reinstated in accordance with this by-law and this by-law applies to the reinstatement as if had been in force on the day that the license was suspended or expired.

51.3 An application for a license made under By-Law T-108 is continued as a application for a licence under this by-law and this by-law applies to the application as if it had been in force on the day that the application was made.

51.4 ~~All waiting lists for new owners' licenses that existed under By-law T-108 immediately before its repeal are continued, subject to Administrative Order 39, as waiting lists under this by-law and the names on the list retain the same position on the list as they had before that repeal.~~
Repeal.

**PART 17
REPEAL**

52.0 BY-LAW T-108 REPEALED

52.1 By-law T-108, the Halifax Regional Municipality Taxi and Limousine By-law, and all amendments to it are repealed.

Done and passed in Council this 23rd day of October, 2012.

Mayor _____

Municipal Clerk _____

I, Cathy Mellett, Municipal Clerk of Halifax Regional Municipality, here by certify that the above noted By-law was passed at a meeting of Halifax Regional Council held on October 23, 2012.

Cathy Mellett, Municipal Clerk

**APPENDIX B
(Amending By-law)**

**HALIFAX REGIONAL MUNICIPALITY
BY-LAW NUMBER T-1001**

RESPECTING THE REGULATION OF TAXIS, ACCESSIBLE TAXIS AND LIMOUSINES

BE IT ENACTED by the Council of Halifax Regional Municipality, under the authority of Section 305 of the Motor Vehicle Act, Chapter 293, R.S.N.S. 1989 that By-Law T-1000, Respecting the Regulation of Taxis, Accessible Taxis and Limousines be amended as follows:

1. Subsection 9.3(a) is amended by replacing the words “each shareholder holding 25% or more of any type or series of shares in the applicant corporation” with “the applicant officer of the corporation”.
2. Subsection 9.3 is amended by
 - (a) striking out the word “and” at the end of clause c;
 - (b) striking out the period at the end of clause d and adding a semi-colon and the word “ and” at the end of the clause; and
 - (c) adding clause e after clause d as follows:
 - (e) a NS Vehicle Registration permit listing the title and license plate in the name of the applicant or owner’s license holder, or in the name of the lessor of a leased vehicle, if supported by lease documentation from a commercial lessor showing the applicant or owner’s license holder as the lessee of the vehicle.
3. Clause 9.7(a) is amended by inserting after the wording “automobile insurance policy” the wording “issued in the name of the owner’s license holder,”
4. Clause 9.7(b) is amended by replacing the words “expressly includes” with “provides”.
5. Subsection 9.13 is repealed and the following is substituted:

9.13 (1) The Licensing Authority must not issue or renew an owner’s license unless the applicant and the vehicle to be licensed meets or continues to meet the requirements of this by-law and all applicable laws.

(2) The Licensing Authority may decline to issue or renew any owner’s license to any applicant when the Licensing Authority, determines that the issuance or renewal of the license is not in the best interests of furthering the objectives of this by-law, including the transformation of the vehicle for hire industry into a fully accessible, single owner license held by a licensed driver, service model.

(3) Notwithstanding subsection 9.13(1) or any other provision of this by-law, the Licensing Authority may issue or renew an owner’s license, which issuance or renew is not in compliance with any provision of this by-law, when the Licensing Authority, determines that exceptional circumstances warrant such issuance or renewal.

(4) The Licensing Authority may temporarily suspend the issuance or renewal of an owner’s license, or of a category of owner’s licenses, as determined appropriate by the Licencing Authority to respond to circumstances that may arise.
6. Subsection 9.14 is repealed and the following is substituted:

- 9.14** The Licensing Authority shall not issue or renew an owner's license:
- (a) if the applicant is not the holder of a driver's license issued by the Municipality; or
 - (b) if the issuance or renewal of the license will result in the applicant holding more than one owner's license in the Municipality either in his or her name or in the name of a corporation in which the applicant is a shareholder.
7. Subsection 9.15 is repealed and the following subsection substituted:
- 9.15 (1)** Subsection 9.14(a) does not apply to the renewal of an owner's license first issued before July 19, 2008, unless the owner has become a licensed driver subsequent to that date.
- (2)** Subsection 9.14(b) does not apply to the renewal of an owner's license held on or before the coming into force of that subsection.
8. Clause 9.16(a) is amended by deleting the words "a taxi or limousine" and adding the word "an" after the word "suspend" and before the word "owner's".
9. Clause 9.16(b) is amended by deleting the words "a taxi or limousine" and adding the word "an" after the word "cancel" and before the word "owner's".
10. Subsection 9.18 is repealed and the following substituted:
- 9.18 (1)** The Licensing Authority shall not issue new taxi owner licenses.
- (2)** A taxi owner license held in respect of a non-accessible vehicle may continue to be renewed.
- (3)** Upon application to the Licensing Authority, a license holder may change the registered vehicle that is the subject of an owner's license to another vehicle that complies with this by-law.
11. Clause 9.19(2) is amended by adding the following wording to the end: ", to a person who was not a shareholder in the corporation on October 23, 2012".
12. Clause 9.20 is repealed and the following subsection substituted:
- 9.20** A conditional owner's license may not be renewed, but is otherwise subject to the same privileges and requirements as a permanent owner's license unless, and to the extent, the contrary is contained in the attached conditions, or otherwise provided for in this By-Law or Administrative Order 39.
13. Clause 12.4 (a) is amended by replacing the word "owner's" with "driver's".
14. Subsection 14.6 is repealed and the following substituted:
- 14.6** A conditional driver's license may not be renewed but is otherwise subject to the same privileges and requirements of a permanent driver's license unless, and to the extent, the contrary is contained in the attached conditions, or otherwise provided for in this By-Law or Administrative Order 39.
15. Section 14 is amended with the addition of Subsection 14.9:
- 14.9** An applicant to obtain or renew a driver's license who is claiming the benefit of sections 28.1(k)(i) or 28.3 due to physical limitation or disability, shall provide an up to date medical report at the time of the application.

16. Section 14 is amended with the addition of Subsection 14.10:

14.10 The Licensing Authority may temporarily suspend the issuance or renewal of a driver's license, or of a category of driver's licenses, as determined appropriate by the Licensing Authority to respond to circumstances that may arise.

17. Subsection 22.1 is amended by deleting the wording and comma "Despite any limitation on the number of licenses that may be issued, a" and "taxi, accessible taxi or limousine, as the case may be as a" and adding the word "A" after the deleted comma and word ", a".
18. Subsection 22.2 is amended by deleting the wording and comma "Despite any limitation on the number of licenses that may be issued," and capitalizing the word "an" after the deletion.
19. Subsection 22.4 is repealed.
20. Subsection 26.0 and 26.1 are repealed and the following subsections substituted:

26.0 ACCESSIBLE TAXIS: PHYSICALLY CAPABLE DRIVERS & PASSENGER SECUREMENT SYSTEMS

26.1 The holder of an accessible taxi owner's license must ensure that all drivers of the accessible taxi to which the license relates are properly instructed on how to apply and do apply the accessible taxis mobility aid securement systems and occupant restraint systems to all wheelchair passengers in accordance with the manufacturer's specifications, prior to operating the taxi.

26.2 All drivers of accessible taxi vehicles must ensure that all necessary assistance is provided to passengers to facilitate the use of the accessible taxi and that all mobility aid securement systems and occupant restraint systems are applied to all wheelchair passengers in accordance with the manufacturer's specifications, prior to operating the taxi.

21. Clause 28.1(b) is amended by deleting the wording "except the passenger".
22. Clause 28.1(k) is amended by inserting after the wording "disabled passenger" the wording "or a service animal".
23. Clause 28.1(l) is repealed and the following substituted:

28.1 (l) a driver must not smoke, including e-cigarettes, in the vehicle nor permit passengers to smoke, including e-cigarettes, in the vehicle; and

24. Section 28.1 is amended with the addition of Subsection (m):

28.1 (m) a driver must abide by the the Taxicab Passenger/Operator Code of Ethics as set out in Schedule 6 of Administrative Order #39 and ensure that the Code of Ethics is available in the vehicle for passengers.

25. Subsection 28.3 is amended by replacing the wording "28.1(f)" with "28.1(e)".
26. Subsection 31.2 is repealed.
27. Section 40 is repealed and the following substituted:

40.0 LICENSE LIMITATIONS

40.1 Any limitations on the number of taxi owners' licenses and limousine owner's licenses that may be in force at any time in the Municipality shall be as prescribed by Administrative Order 39.

28. Subsection 47.2 is amended by replacing the word "48.1" with "47.1".

29. Subsection 47.5 is amended by replacing the word "48.4" with "47.4".

30. Subsection 48.2 is repealed and the following substituted:

48.2 A person whose application is refused or a person whose owner's license or driver's license is suspended, revoked or cancelled by the Licensing Authority may appeal to the Appeals Standing Committee within 15 days after the refusal, suspension or cancellation by submitting their appeal in writing to the Municipal Clerk's Office.

31. Subsection 50.1 is repealed and the following substituted:

50.1 A person who contravenes any section of this By-Law is liable upon summary conviction to a minimum penalty of not less than one hundred dollars (\$100.00) and a maximum penalty of not more than five thousand dollars (\$5000.00), and in default of payment, to imprisonment for a term not exceeding sixty (60) days.

32. Subsection 51.4 is repealed.

Done and passed on this day of , 2014.

Mayor

Municipal Clerk

I, Cathy Mellett, Municipal Clerk for the Halifax Regional Municipality, hereby certify that the above-noted by-law was passed at a meeting of the Halifax Regional Council held on , 2014.

Cathy Mellet, Municipal Clerk

**APPENDIX C
(Showing Proposed Changes)**

**HALIFAX REGIONAL MUNICIPALITY
ADMINISTRATIVE ORDER NUMBER THIRTY-NINE
RESPECTING TAXI AND LIMOUSINE REGULATION**

BE IT RESOLVED as a policy of the Council of the Halifax Regional Municipality pursuant to Section 305 of the *Motor Vehicle Act* as follows:

1.0 SHORT TITLE

1.1 This Administrative Order may be cited as Administrative Order Number Thirty-Nine, the Taxi and Limousine Regulation Administrative Order.

2.0 REGULAR FARES

2.1 (a) Vehicles for hire licensed to operate by the Halifax Stanfield International Airport shall while operating under those licenses charge the fare rates established by the Halifax Stanfield International Airport.

(b) Subject to Subsection 2.1 (a) of this Administrative Order, the fares that shall be charged for vehicles for hire within Halifax Regional Municipal shall be as set out in Schedule 1 to this Administrative Order.

2.0A TAXICAB PASSENGER/OPERATOR CODE OF ETHICS

2.1A A driver while operating a licensed vehicle for hire must abide by the Taxicab Passenger/Operator Code of Ethics as set out in Schedule 6 to this Administrative Order.

3.0 SPECIAL AIRPORT AND PORT FARES

3.1 Subject to Subsection 2.1(a), and notwithstanding Subsection 2.1(b) of this Administrative Order, a taxi driver;

(a) transporting cruise ship passengers from the cruise ship compound at the Halifax Port Corporation property to the destinations outlined in Schedule 2 to this Administrative Order may charge the fares set forth in that Schedule; and

(b) transporting passengers to or from the Halifax International Airport to and from the destinations outlined in Schedule 3 to this Administrative Order may charge the fares set forth in that Schedule.

3.0A ANNUAL RATE REVIEW

3.1A HRM shall review the rates set out in Schedules 1, 2, and 3 to this Administrative Order at least once every calendar year and shall consider the percentage change from the previous year in the Nova Scotia Consumer Price Index ("percentage change") as found in the Statistics Canada Consumer Price Index, by Province (Nova Scotia) Annual January Report, as follows:

(a) If the percentage change over the previous calendar year is less than 2.5%, no further consideration shall be given to a rate review. However, the percentage change for that year will be carried forward to the following year and added to the percentage change for that year, and subsequent years, until the total of the percentage change is 2.5% or greater.

(b) If the percentage change over the previous calendar year, or cumulative calendar years as set out in (a), is 2.5% or greater, a report shall be prepared for consideration by Regional Council on whether to increase the rates set out in Schedules 1,2, and 3 to this Administrative Order. The report shall include some or all of the following:

- (i) input from industry stakeholders;
- (ii) Statistics Canada Consumer Price Index, by Province (Nova Scotia) Annual

January Report information;

- (iii) a survey of other Canadian municipalities;
- (iv) an independent review from the Greater Halifax Partnership; and
- (v) any other information that, in the opinion of the Municipality, may assist Council in its consideration.

(c) Once Regional Council has considered a rate increase in accordance with (b), the percentage change as cumulated in (a) shall reset, whether or not Regional Council has voted to increase the rates set out in Schedules 1, 2, and 3 to this Administrative Order.

(d) Nothing in this section shall prevent Regional Council at any time, by resolution, from considering whether to modify the rates set out in Schedules 1, 2, or 3 to this Administrative Order outside of the annual review.

4.0 TAXI ROOF LIGHT, VEHICLE MARKING REQUIREMENTS & DESIGN

4.1 No vehicle may be operated as a taxi or accessible taxi unless it is equipped with a taxi roof light affixed on the top of the vehicle that;

- (a) meets the design requirements set out in Schedule 4;
- (b) is affixed on the top of the vehicle as near as possible to the centre of the roof, and positioned so the front of the roof light is facing the front of the vehicle and is clearly visible from all sides of the vehicle;
- (c) is equipped with one or more number 1156 clear bulbs, or with a fluorescent bulb or LED light that emits an equivalent amount of light as a 1156; and
- (d) bears the business name under which the vehicle is being operated in the location and manner set out in Schedule 4 for the zone for which the taxi owner's license has been issued.

4.2 The bulb or light required by subsection 4.1(c) must be mounted in the interior of the sign and;

- (a) must be illuminated when the vehicle is being operated as a taxi or accessible taxi for hire but is not responding to a call or carrying passengers or parcels; or
- (b) must be turned off when the taxi is responding to a call or is transporting passengers or parcels.

4.3 ~~Despite section 4.1 an accessible taxi may be operated without a roof light affixed on the top of the taxi vehicle, if it has markings on both sides of the vehicle showing the business name under which it is being operated and the taxi license number; and~~ **An accessible taxi;**

(a) is required to have displayed and maintained on all four sides of the vehicle, the international accessibility symbol measuring 100 X 100 mm (4 X 4 in);



(b) is fitted with a roof light sign in compliance with the Accessible Taxi design of Schedule 4 to this Administrative Order.

4.4 A high sided vehicles such as a van, crossover vehicle or sport utility vehicle may in addition to a roof sign, display markings on both sides of the vehicle showing the business name under which it is being operated and the taxi license number.

4.5 A limousine shall not have a roof light sign nor outside markings (other than the business name under which the vehicle is being operated and contact information for that business).

5.0 VEHICLE REQUIREMENTS

5.1 All taxis, limousines and accessible taxis must comply with the standards set out in Schedule 5.

6.0 ZONES

6.1 The Municipality is divided into the following three zones for the licensing of taxis:

(a) the County Zone, being the area of the Halifax Regional Municipality that is not within either the Dartmouth zone or the Halifax zone.

(b) the Dartmouth Zone, being the geographical area of the former City of Dartmouth.

(c) the Halifax Zone, being the geographical area of the former City of Halifax and the areas also known as Harrietsfield, Sambro, Ketch Harbour and Portuguese Cove.

7.0 ~~Repeal.~~ LIMITS ON NUMBER OF TAXI OWNER LICENSES

~~7.1 The number of taxi owner licenses, inclusive of conditional owner licenses, for each zone in force at any time in the Municipality is;~~

~~(a) in the Halifax Zone, 610 licenses;~~

~~(b) in the Dartmouth Zone, 200 licenses; and~~

~~(c) in the County Zone, 190 licenses.~~

8.0 ~~Repeal.~~ APPLICANT FOR A NEW TAXI OWNER LICENSE

~~8.1 The applicant for a taxi owner's license must be the holder, in good standing, of a taxi driver's license issued by the Municipality.~~

~~8.2 An applicant who receives an offer of a taxi owner's license must complete all of the requirements for licensing a vehicle as a taxi under By-Law T-1000 within 30 days of the date of the offer.~~

~~8.3 If an applicant for a taxi owner's license who holds a taxi owner's license in any zone in the Municipality in his or her name or in the name of a corporation in which the applicant is a shareholder receives an offer of a new owner license, the applicant must surrender the current license within 30 days of the date of the offer.~~

~~8.4 A permanent owner's license may be issued only to an applicant who has successfully completed the National Standards Certification for Taxicab/Limousine Drivers.~~

~~8.5 If an applicant, at the time of being offered a taxi owner's license, has not successfully completed the National Standards Certification for Taxicab/Limousine Drivers, the applicant may only be issued a conditional taxi owners license.~~

~~8.6 A conditional taxi owner's license expires on the first anniversary of its date of issue unless, before its expiry, the holder of the conditional license successfully completes the National Standards Certification for Taxicab/Limousine Drivers and converts to a permanent owner's license.~~

~~8.7 A conditional owner's license is not renewable.~~

~~8.8 Sections 8.1 – 8.6 apply only to the issuance of a taxi owner’s license to an applicant from the waiting list and not to taxi owner’s license renewals.~~

9.0 **Repeal.** WAITING LIST

~~9.1 The waiting lists for taxi owners licenses, if any, of applicants prepared for each zone under sections 77, 78 and 78A of By-law Number T-108 of the Municipality, as those sections read immediately before the repeal of By-law Number T-108, are continued in force.~~

~~9.2 If there are no names on a waiting list for a zone, the list must be closed but the Licensing Authority must re-open it or establish a new list whenever the number of applications for taxi owner licenses for the zone exceeds the number of licenses available in the zone.~~

~~9.3 If the Licensing Authority receives an application for a taxi owner’s license for a zone that cannot be issued because the prescribed number of licenses for that zone have already been issued, the Licensing Authority shall add the applicant’s name to the end of the current waiting list, in order of the date and time of receipt of the application and must process the names in order of seniority as they appear on the list as the number of licenses in the zone to which the application relates drops below the prescribed number of licenses for that zone.~~

~~9.4 Whenever a new taxi owner license can be issued because the number of licenses in force in a zone has fallen below the number prescribed for the zone, the applicants on the waiting list shall be offered the first opportunity to obtain a license in order of their seniority on the list, and the Licensing Authority shall notify the applicant forthwith by registered mail addressed to the mailing address of the driver maintained by the Licensing Authority that the applicant is being offered a license.~~

~~9.5 An applicant’s name must be removed from the waiting list.~~

~~(a) Upon the issuance of an owner’s license to the applicant; or
(b) if the applicant fails to license a vehicle as a taxi within 30 days of the delivery of the notice of an offer of an owner’s license.~~

~~9.6 The procedure set out in sections 9.4 and 9.5, must be repeated until the numbers of owners licenses, including conditional owner’s licenses, in force in a zone, is equal to the number of licenses prescribed for the zone or until no names remain on the waiting list, whichever occurs first.~~

~~9.7 The name of an applicant must be removed from a waiting list on the conclusion of any applicable appeal process if the applicant’s driver’s license is cancelled, revoked or otherwise lapses.~~

~~9.8 Nothing in section 9.5, 9.6 or 9.7 prevents a person who holds a driver’s license from re-applying for a taxi owner’s license and having his or her name added at the end of the waiting list, if any, for the zone to which the application relates.~~

10.0 Zone Exceptions

10.1 Pursuant to section 39.3 of By-law T-1000, a taxi driver may pick up and drop off passengers or parcels within a zone for which the taxi is not licensed when:

(a) the place of commencement and final destination of the passenger’s journey in the taxi are in compliance with By-Law T-1000;

(b) at anytime in the five-hour period between 12:00 midnight on a Thursday and 5:00 a.m. on Friday;

(c) at anytime in the five-hour period between 12:00 midnight on a Friday and 5:00 a.m. on Saturday;

(d) at anytime in the five-hour period between 12:00 midnight on a Saturday and 5:00 a.m. on Sunday;

(e) any Sunday night in the five hour period between 12:00 midnight and Monday 5:00 a.m. of a long weekend created by a statutory or declared local holiday in effect on the Monday; and

(f) at such other times, dates and places as are permitted by resolution of the council of the Municipality.

Done and passed in Council this 23rd day of October, 2012.

Mayor

Municipal Clerk

I, Cathy Mellett, Municipal Clerk of Halifax Regional Municipality, here by certify that the above-noted Administrative Order was passed at a meeting of Halifax Regional Council held on October 23, 2012.

Cathy Mellett, Municipal Clerk

Administration Order #39

Schedule 1

TAXI AND ACCESSIBLE TAXI RATE SCHEDULE

THREE DOLLARS AND TWENTY CENTS initial charge, up to 0 metres.

THIRTEEN CENTS each 76.7 metres.

TWENTY-SIX DOLLARS AND EIGHTY CENTS per hour waiting time

SEVENTY CENTS each additional passenger

HOURLY DRIVING RATE OF THIRTY-TWO DOLLARS AND FORTY CENTS PER HOUR by arrangement between driver and passenger, without meter.

~~**EIGHTY CENTS BRIDGE TOLL** – In addition to the regular taxi fare, a \$0.80 fee will be added to fares when a paying trip involves a bridge crossing for the carriage of passengers or parcels. Repeal.~~

BRIDGE TOLL – In addition to the regular taxi fare, the Bridge Commission's cash toll rate of the day will be added to fares when a paying trip involves a bridge crossing for the carriage of passengers or parcels.

TEN CENTS - for each article, piece of luggage, parcel or bag of groceries handled or placed in the trunk by driver.

CHILDREN under ten shall be carried FREE when accompanied by an adult;

SPECIAL RATES by contract are permissible when such rates are provided for by contract between the taxi owner or taxi driver and the customer. When customer contact to obtain taxi service is initiated either by telephone, electronic transmission, the customer is entitled to the fare by meter rate, unless a special rate is agreed upon prior to the taxi departing for the customer pickup. When customer contact is initiated in person, the customer is entitled to the fare by meter rate unless a special rate is agreed upon prior to commencement of trip.

PROOF OF PAYMENT OR PARTIAL PAYMENT IN ADVANCE maybe requested by a taxi driver or owner, prior to transporting the passenger or passengers.

LIMOUSINE HOURLY RATE

SHALL BE WHAT EQUATES TO A MINIMUM HOURLY RATE OF **SIXTY FOUR**

DOLLARS AND EIGHTY FIVE CENTS.

(Rates Include HST)

Administration Order #39

Schedule 2
CRUISE SHIP PASSENGER TAXI AND ACCESSIBLE TAXI RATE PER VEHICLE
(Rates Include HST)

THE PER VEHICLE RATE FOR TRANSPORTING CRUISE SHIP PASSENGERS FROM THE HALIFAX PORT CORPORATION PROPERTY SHALL BE WHAT EQUATES TO AN HOURLY RATE OF **\$50.75**

Administration Order #39

Schedule 3

**TAXI AND ACCESSIBLE TAXI RATES TO AND FROM AIRPORT
(Rates Include HST)**

Note: If passengers are proceeding to more than one destination, drivers will not charge more than the approved rate for the first destination and the metered rate from the restarted meter for each of the succeeding destinations.

Note: If a destination is located where two zones are divided (by roads), the fare is the lesser of the two.

| Destination | Details | Rate | Zone |
|-------------------|--|---------|------|
| Halifax | Peninsula commencing beyond Kearney Lake Rd off Bedford Hwy to Hwy 102 including Bayers Lake and St Margaret's Bay Rd to Rotary | \$59.75 | 14 |
| | South of the Armdale Rotary including up to corner of North West Arm Dr and Old Sambro Rd to and including William Lake Rd | \$67.65 | 16 |
| | South of William Lake from corner of Spry Av off Herring Cove Rd to corner of North West Arm Dr and Old Sambro Rd and including Leiblin Park and Thornhill | \$73.30 | 17 |
| | Ragged Lake | \$67.65 | 16 |
| Dartmouth | From Hwy 118 exit 13 including Burnside, Shannon Park, Portland & Pleasant, west of Prince Albert Rd, Banook Lake and Main St. | \$56.40 | 11 |
| Dartmouth (con't) | From Main St including up to Ross Rd and connecting to Cole Harbour Rd, West of Bisset Rd including Colby Village to Atholea Dr off Caldwell Rd | \$62.00 | 15 |
| | East of Portland & Pleasant up along Prince Albert Rd and Main St up to and including Belmont Av off Pleasant St | \$62.00 | |
| | Beyond Atholea Dr off Caldwell Rd | \$67.65 | 18 |
| | Montegue Rd including Cherry Brook up to Lake Major Rd, including to Main St and Neilson Dr | \$56.40 | 11 |
| Bedford | From Lakeview, including Dartmouth Rd to Meadowbrook Dr off Bedford Hwy | \$42.85 | 8 |
| Bedford | From Meadowbrook Dr off of Bedford Hwy to and including Kearney Lake Rd to Hwy 102 | \$50.75 | 10 |
| Sackville | Up to corner of Beaverbank Rd and Sackville Dr including Lucasville Rd until Hwy overpass and including Lakeview Rd crossing Cobequid Rd | \$42.85 | 8 |
| | Ashburn Golf Club to Terry Rd off Windgate | \$37.20 | 6 |

| | | | |
|---------------------|---|----------|---------------|
| | Dr including Windsor Junction Rd until it meets with Cobequid Rd | | |
| | Corner of Beaverbank Rd and Sackville Dr to Lucasville Rd until Hwy overpass and #1459 Sackville Dr. (old Sackville Club) | \$54.10 | 5 |
| | Beyond #1459 Sackville Dr. up to Lewis Lake | \$59.75 | 3 |
| Airport & Aerotech | Airport Property, Hotels and nearby surrounding area | \$20.30 | Property Trip |
| Beaver Bank | Including Sindha Dr and West of Terry Rd off Windgate Dr to corner of Beaverbank Rd and Sackville Dr | \$54.10 | 5 |
| | South of Pinehaven Rd including Kinsac Rd | \$59.75 | 3 |
| Beaver Bank (con't) | From Kinsac Rd up to Beaverbank Villa | \$65.40 | 1 |
| Bayside | | \$101.75 | |
| Beechville | Including Lakeside Industrial Park to corner of St Margaret's Bay Rd and Prospect Rd | \$67.65 | 16 |
| Black Point | | \$104.85 | |
| Boutliers Point | | \$91.35 | |
| Brookside | | \$83.45 | |
| Chezzetcook | East | \$104.85 | |
| | Head | \$104.85 | |
| | West | \$101.50 | |
| Cow Bay | Cow Bay Rd, corner of Bisset Rd to including corner of Dyke Rd near Dogwood Dr | \$73.30 | 19 |
| Dover | East | \$110.50 | |
| | West | \$116.15 | |
| Dutch Settlement | | \$41.70 | |
| Eastern Passage | Including Cow Bay Rd up to corner of Dyke Rd near Dogwood Dr | \$67.65 | 18 |
| Elderbank | | \$65.40 | |
| Enfield | | \$25.95 | |
| Exhibition Park | Corner of St Margaret's Bay Rd and Prospect Rd including Mills Dr off Prospect Rd | \$67.65 | 16 |
| Fall River | South of the corner of Lake Thomas and Holland Rd including Wilson Dr off Waverly | \$32.70 | 4 |

| | | | |
|-------------------------------|---|-----------------|-----------|
| | Rd over to connection of Fall River Rd to Windsor Junction Rd | | |
| | Inn on the Lake to Wilsons Gas at the lights | \$32.70 | 4 |
| Five Islands Lake | | \$86.80 | |
| French Village | | \$90.20 | |
| Goffs | | \$20.30 | |
| Glen Haven | | \$86.80 | |
| Glen Margaret | | \$96.95 | |
| Grand Lake | | \$33.80 | |
| Hackett's Cove | | \$102.60 | |
| Hammonds Plains | Hammonds Plains Rd and Kearney Lake Rd from Hwy 102 up to and including Pin Hi Golf Club (just beyond Lucasville Rd) | \$56.35 | 7 |
| | Pockwock Road to End | \$67.65 | |
| | Pockwock Road to Highway 103 | \$67.65 | |
| Harrietsfield | | \$80.05 | |
| Hatchett Lake | | \$80.05 | |
| Head of St. Margaret's | | \$84.75 | |
| Herring Cove | | \$86.80 | |
| Hubbards | | \$109.35 | |
| Hubley | | \$86.80 | |
| Indian Harbour | | \$111.65 | |
| Ingramport | | \$90.20 | |
| Jeddore | East | \$135.75 | |
| | Head | \$129.60 | |
| | West | \$134.20 | |
| Ketch Harbour | | \$91.35 | |
| Kingswood | | \$56.40 | 7 |
| Lakeside | West of Raines Mill Rd off St Margaret's Bay Rd | \$73.30 | 13 |
| Lakeview | | \$42.85 | |
| Lake Charlotte | | \$134.20 | |


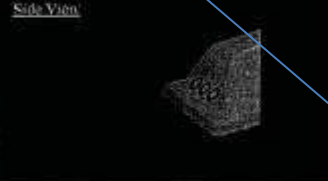
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|----------------|--|----------|----|
| Lake Echo | | \$76.65 | |
| Lake Fletcher | | \$34.95 | |
| Lawrencetown | Beyond Ross Rd up to but not including Lyle Dr and from Bisset Rd including Raindbow Heaven to Corner of Cow Bay Rd | \$67.65 | 12 |
| | West | \$76.65 | |
| | Beach | \$84.50 | |
| Lucasville | Commencing from Hwy 101 overpass on Lucasville Rd | \$56.40 | 7 |
| Meaghers Grant | | \$76.65 | |
| Mineville | | \$75.55 | |
| Musquodoboit | Harbour | \$112.75 | |
| | Middle | \$92.45 | |
| | Upper | \$118.40 | |
| Oakfield | | \$29.15 | |
| Oldham | | \$24.80 | |
| Peggy's Cove | | \$119.50 | |
| Porters Lake | | \$89.10 | |
| Portugese Cove | | \$91.35 | |
| Preston | North and East Preston including Lake Major Rd to east of Lower Partridge River Rd including Mineville Rd from Hwy 107 exit 18 | \$67.65 | 12 |
| Prospect | | \$96.95 | |
| Purcells Cove | | \$77.80 | |
| Queensland | | \$109.35 | |
| Sambro | | \$93.60 | |
| Seabright | | \$90.20 | |
| Shad Bay | | \$82.30 | |
| Sheet Harbour | | \$227.75 | |
| Ship Harbour | | \$177.05 | |
| Tantallon | | \$80.05 | |



| | | | |
|-------------------------|--|-----------------|-----------|
| | Upper | \$74.40 | |
| Terence Bay | | \$103.75 | |
| Timberlea | East of Cranberry Ln off St Margaret's Bay Rd | \$73.30 | 13 |
| Waverley | Beyond Wilson Dr to corner of Windsor Junction Rd and Cobequid Rd including east of Rocky Lake Drive | \$37.20 | 6 |
| Waverley | East of the corner of Waverley Rd and Rocky Lake Rd to Mount Portobello | \$42.85 | 9 |
| Wellington | Corner of Lake Thomas Dr and Holland Rd up to Laurie Park | \$36.10 | 2 |
| Whites Lake | | \$89.10 | |
| Windsor Junction | Ashburn Golf Club to Terry Rd off Windgate Dr including Windsor Junction Rd until it meets with Cobequid Rd | \$37.20 | 6 |

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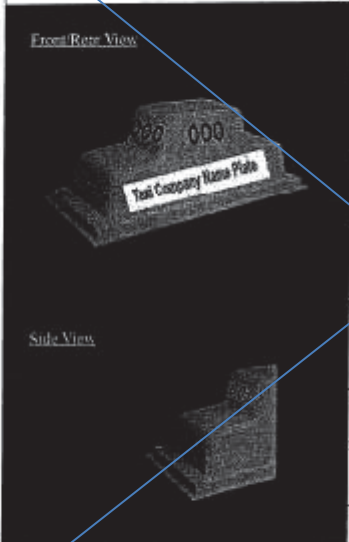
Schedule 4, Taxi Roof Light, Vehicle Markings Requirement & Design

Schedule 1 - Taxi Roof Light Specifications

| DARTMOUTH ZONE | |
|--|---|
|  <p>Front/Rear View</p> <p>000</p> <p>Taxi Company Name Plate</p> | <p>Roof Light</p> <p>Size - 568mm long</p> <p>Colour - Yellow</p> <p>Placement - Secured to centre of roof of cab with suction cups or magnets</p> |
|  <p>Side View</p> | <p>Cab Number</p> <p>Text - Cab Number</p> <p>Font - Arial</p> <p>Letter Size - front/rear - 51mm</p> <p> - sides - 42mm</p> <p>Letter Color - Blue</p> <p>Placement - Front, Rear, Both Sides of Roof Light</p> |
| | <p>Taxi Company Name Plate</p> <p>Plate Size - 456mm x 64mm</p> <p>Plate Color - Yellow</p> <p>Text - Company Name</p> <p>Font - Arial</p> <p>Letter Size - 47 mm high</p> <p>Letter Color - Red</p> <p>Placement - Front, Rear of Roof Light</p> |
| | <p>Illustration</p> <p>Number 1156 clear bulb or fluorescent bulb emitting an equivalent light</p> |



| COUNTY ZONE | |
|---|---|
|  <p>Front/Rear View</p> <p>000</p> <p>Taxi Company Name Plate</p> | <p>Roof Light</p> <p>Size - 568mm long</p> <p>Colour - White</p> <p>Placement - Secured to centre of roof of cab with suction cups or magnets</p> |
|  <p>Side View</p> | <p>Cab Number</p> <p>Text - Cab Number</p> <p>Font - Arial</p> <p>Letter Size - front/rear - 51mm</p> <p> - sides - 42mm</p> <p>Letter Color - Blue</p> <p>Placement - Front, Rear, Both Sides of Roof Light</p> |
| | <p>Taxi Company Name Plate</p> <p>Plate Size - 456mm x 64mm</p> <p>Plate Color - White</p> <p>Text - Company Name</p> <p>Font - Arial</p> <p>Letter Size - 47 mm high</p> <p>Letter Color - Green</p> |







| HALIFAX ZONE | | |
|---|-------------------------|--|
|  <p>Front/Rear View</p> <p>Side View</p> | Roof Light | Size - 415mm long Colour - White Placement - Secured to centre of roof of cab with suction cups or magnets |
| | Cab Number | Text - Cab Number Font - Arial Letter Size - front/rear - 31mm - sides - 20mm Letter Color - Blue Placement - Front, rear, both sides of Roof Light - top |
| | Taxi Company Name Plate | Plate Size - 450mm x 60mm Plate Color - White Text - Company Name Font - Arial Letter Size - 47 mm high Letter Color - Red Placement - Front, Rear of Roof Light |
| | Zone | Text - HFX Font - Arial Letter Size - 50mm Letter Color - Blue Placement - Both Sides of Roof Light - Bottom |
| | Illustration | Number 1156 clear bulb or fluorescent bulb emitting an equivalent light |


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Schedule 4 - Taxi Roof Light Specifications

| Dartmouth Zone | |
|---|--|
| <p><u>Front/Rear View</u></p>  <p><u>Side View</u></p>  | <p>Roof Light</p> <p>Size - 568mm long Colour - Yellow Placement - Located in the centre, secured to the top of the cab</p> |
| | <p>Cab Number</p> <p>Text - Cab Number Font - Arial Letter Size - front/rear - 51mm - sides - 42mm Letter Color - Blue Placement - Front, Rear, Both Sides of Roof Light</p> |
| | <p>Taxi Company Name Plate</p> <p>Plate Size - 456mm x 64mm Plate Color - Yellow Text - Company Name Font - Arial Letter Size - 47 mm high Letter Color - Red Placement - Front, Rear of Roof Light</p> |
| | <p>Illumination</p> <p>Number 1156 clear bulb or fluorescent bulb emitting an equivalent light</p> |

| County Zone | |
|---|---|
| <p><u>Front/Rear View</u></p>  <p><u>Side View</u></p>  | <p>Roof Light</p> <p>Size - 568mm long Colour - White Placement - Located in the centre, secured to the top of the cab</p> |
| | <p>Cab Number</p> <p>Text - Cab Number Font - Arial Letter Size - front/rear - 51mm - sides - 42mm Letter Color - Blue Placement - Front, Rear, Both Sides of Roof Light</p> |
| | <p>Taxi Company Name Plate</p> <p>Plate Size - 456mm x 64mm Plate Color - White Text - Company Name Font - Arial Letter Size - 47 mm high Letter Color - Green Placement - Front, Rear of Roof Light</p> |
| | <p>Illumination</p> <p>Number 1156 clear bulb or fluorescent bulb emitting an equivalent light</p> |

| Halifax Zone | | |
|--|---------------------------------------|---|
| <div style="display: flex; flex-direction: column; align-items: center;"> <div style="margin-bottom: 20px;"> <p><u>Front/Rear View</u></p>  </div> <div> <p><u>Side View</u></p>  </div> </div> | <p>Roof Light</p> | <p>Size - 425mm long</p> <p>Colour - White</p> <p>Placement – located in the centre and secured on the top of the vehicle.</p> |
| | <p>Cab Number</p> | <p>Text - Cab Number</p> <p>Font - Arial</p> <p>Letter Size - front/rear - 51mm - sides - 42mm</p> <p>Letter Color - Blue</p> <p>Placement - Front, Rear, Both Sides of Roof Light top</p> |
| | <p>Taxi Company Name Plate</p> | <p>Plate Size - 456mm x 64mm</p> <p>Plate Color - White</p> <p>Text - Company Name</p> <p>Font - Arial</p> <p>Letter Size - 47 mm high</p> <p>Letter Color - Red</p> <p>Placement - Front, Rear of Roof Light</p> |
| | <p>Side</p> | <p>Text - HFX</p> <p>Font - Arial</p> <p>Letter Size - 50mm</p> <p>Letter Color - Blue</p> <p>Placement – Both Sides of Roof Light - Bottom</p> |
| | <p>Illumination</p> | <p>Number 1156 clear bulb or fluorescent bulb emitting an equivalent light</p> |

| Accessible Taxi | | |
|--|---------------------------------------|---|
| <p><u>Front/Rear View</u></p>  | <p>Roof Light</p> | <p>Size - 425mm long Colour - White Placement - Located in the centre, secured to the top of the cab</p> |
| | <p>Cab Number</p> | <p>Text - Cab Number Font - Arial Letter Size - front/rear - 51mm - sides - 42mm Letter Color - Blue Placement - Front, Rear, Both Sides of Roof Light - top</p> |
| | <p>Taxi Company Name Plate</p> | <p>Plate Size - 456mm x 64mm Plate Color - White Text - Company Name Font - Arial Letter Size - 47 mm high Letter Color - Red Placement - Front, Rear of Roof Light</p> |
| | <p>Illumination</p> | <p>Number 1156 clear bulb or fluorescent bulb emitting An equivalent light</p> |
| | | |

Administrative Order #39

Schedule 5

VEHICLE REQUIREMENTS

1. A taxi, accessible taxi or limousine must be maintained to the following requirements:
 - (a) be equipped with an engine of at least four cylinders;
 - (b) pass inspection by an authorized official of the Licensing Authority;
 - (c) bear a valid, non-rejected, Province of Nova Scotia motor vehicle safety sticker and matching certificate, which is not more than 12 months old;
 - (d) be insured in the amounts and with the coverage required by By-law T-1000;
 - (e) have a height from the top of the floor to the underneath side of the roof of at least 45 inches (114.3 cm);
 - (f) have a width from the inside of one door post to the inside of the door post on the opposite side of at least 54 inches (137.1 cm);
 - (g) have a length from the dashboard, excluding extremities, to the front of the back seat of at least 63 inches (160.0 cm);
 - (h) have first class repairs with no visible body fillers, rust, primer paint, accidental damage or similar defects and the interior passenger and trunk area must be maintained in a clean and orderly condition;
 - (i) have a wheelbase measurement of at least 105 inches (266.7 cm);
 - (j) have a maximum seating capacity of eight passengers excluding the driver; and
 - (k) have matching wheel covers or designer rims on all 4 wheels, winter rims are permitted between October 15th to April 30th, must be kept clean and rust free.
2. (1) A taxi must have a minimum of four passenger doors (excluding any rear hatches) and may be a sedan, station wagon, sport utility vehicle (SUV), cross over vehicle or mini-van.
 - (2) Despite section 1, a smaller fuel efficient vehicle, may be used as a taxi, **or accessible taxi (if D409 compliant)** if
 - (a) the performance standard for the vehicle fuel consumption is 7.8 litres of fuel per 100 kilometres or less
 - (b) the vehicle meets the requirements of paragraphs (1) (b) (c) (d) (h) and (j);
 - (c) the vehicle has a width from the inside of one door post to the inside of the door post on the opposite side of at least 51 inches (129.5 cm); and
 - (d) the vehicle has a wheelbase measurement from the centre of the front wheel to the centre of the rear wheel of at least 101 inches (256.5 cm).
3. ~~An accessible taxi must provide ease of entry to or egress from the vehicle in a safe and dignified manner by means of an on-board lift or ramp, and conforms with all sections of Canadian Standard Association D409-02: Motor Vehicles for the Transportation of Persons with Physical Disabilities;~~ **An accessible taxi must provide ease of entry to or egress from the vehicle**

in a safe and dignified manner by means of an on-board lift or ramp, and conforms with all sections of Canadian Standard Association D409-02: Motor Vehicles for the Transportation of Persons with Physical Disabilities, and is required to

(a) have displayed and maintained on all four sides of the vehicle, the international accessibility symbol measuring 100 X 100 mm (4 X 4 in);



(b) have on board a fully stocked NS First Aid Kit #3;

(c) have on board a seat belt cutter; and

(d) have on board one current (2 – 2.5 kg) dry chemical fire extinguisher.

4. (1) A limousines must be a full sized luxury class sedan or full sized luxury class sport utility vehicle (SUV) vehicle and must have;

(a) a minimum of four passenger doors (excluding any rear hatches);

(b) standard seating capacity for at least four passengers and a maximum seating capacity of eight passengers excluding the driver;

(c) a leather or other superior quality upholstered interior; and

(d) a minimum of four of the following features:

(i) glass partition separating the front and rear seats;

(ii) top quality interior appointments, being either leather or other plush upholstery;

(iii) power windows;

(iv) one-way tinted glass;

(v) television;

(vi) stereo system;

(vii) cellular telephone;

(viii) air conditioning;

4. (2) Only vehicles of the following makes may be used as limousines:

(i) Cadillac;

(ii) Lincoln;

(iii) Rolls Royce;

(iv) Jaguar;

(v) Mercedes-Benz;

(vi) Bentley;

(vii) Royal Princess.

4. (3) Despite section 4.(2), a vehicle that the Licensing Authority determines to be of comparable limousine quality and interior to vehicles of the makes listed in that subsection may be used as a limousine.

5. (1) A vehicle entering into the industry shall not be accepted for registration as a licensed vehicle under an owner's license, if the difference between the calendar year of manufacture of the vehicle as shown on the provincially issued motor vehicle registration and the calendar year in which the vehicle is presented for registration under the owner's license exceeds seven (7) years.

(2) A vehicle which has an "Ignition Alcohol Interlock Device" installed cannot be issued a vehicle for hire license or remain licensed as a vehicle for hire.

Schedule 6

Taxicab Passenger / Operator Code of Ethics

1. As a taxicab passenger, you have the right to:

- A professional operator who is courteous and knowledgeable and who practices good hygiene.
- Be transported by the most direct route unless you request a different route.
- Expect all reasonable assistance in entering or exiting the vehicle when requested.
- Expect all reasonable assistance in loading or unloading items in or out the vehicle when requested.
- Expect service animals to be transported.
- Expect no other person(s) to be in the vehicle while you are being transported unless your consent is given.
- Expect a receipt upon request which indicates the fare paid, date & time, company name and roof light number.
- Expect that there be no smoking at any time in the vehicle.
- A taxicab in good mechanical and physical condition.
- A taxicab that has a clean passenger and trunk compartment and vehicle exterior.
- A taxicab which is clearly identifiable and has the municipal licence clearly displayed.
- A taxicab with a meter which charges an accurate fare for the distance and time travelled according to regulations.

2. Your taxicab operator has the right to expect a passenger or passengers to:

- Behave in a civil manner.
- Refrain from smoking, drinking or eating food inside the taxicab.
- Not leave the interior of the vehicle in an unsanitary or unusable condition.
- Not distract or otherwise prevent the operator from focussing on driving the taxicab.
- Clearly disclose their destination prior to departure.
- Confirm a method of payment upon request.
- Make prompt payment of the posted fare.
- Provide a deposit, up to the estimated amount of the fare, in advance, if requested.

3. Service may be refused or interrupted in the following circumstances:

- **Passenger refuses to show proof of payment or partial payment in advance as requested.**
- **Passenger request would constitute the driver breaking the law or violating the HRM taxi, limousine regulations.**
- **Passenger appears to be in need of emergency medical assistance.**
- **Passenger refuses to disclose a specific final destination or the person's conduct is such it causes and operator to be fearful for his or her safety.**

Done and passed in Council the _____ day of _____ 2014.

Mayor

Municipal Clerk

I, Cathy Mellett, Municipal Clerk of the Halifax Regional Municipality, hereby certify that the above noted Motion was passed at a meeting of the Halifax Regional Council held on _____, 2014.

Cathy Mellett, Municipal Clerk

APPENDIX D

(Amending Administrative Order)

**HALIFAX REGIONAL MUNICIPALITY
ADMINISTRATIVE ORDER NUMBER THIRTY NINE
RESPECTING TAXI AND LIMOUSINE REGULATION**

BE IT RESOLVED by the Council of Halifax Regional Municipality, under the authority of Section 305 of the Motor Vehicle Act, Chapter 293, R.S.N.S. 1989, that Administrative Order Number 39, Respecting Taxi and Limousine Regulation be amended as follows:

1. Section 2.0A is added:

2.0A TAXICAB PASSENGER/OPERATOR CODE OF ETHICS

2.1A A driver while operating a licensed vehicle for hire must abide by the Taxicab Passenger/Operator Code of Ethics as set out in Schedule 6 to this Administrative Order.

2. Subsection 4.3 is repealed and the following substituted:

4.3 An accessible taxi;

(a) is required to have displayed and maintained on all four sides of the vehicle, the international accessibility symbol measuring 100 X 100 mm (4 X 4 in);



(b) is fitted with a roof light sign in compliance with the Accessible Taxi design of Schedule 4 to this Administrative Order.

3. Section 4 is amended by the addition of Subsection 4.5:

4.5 A limousine shall not have a roof light sign nor outside markings (other than the business name under which the vehicle is being operated and contact information for that business).

4. Section 7 is repealed.

5. Section 8 is repealed.

6. Section 9 is repealed.



7. Schedule "1" "Eighty Cents Bridge Toll" is repealed and the following substituted;

BRIDGE TOLL – In addition to the regular taxi fare, the Bridge Commission's cash toll rate of the day will be added to fares when a paying trip involves a bridge crossing for the carriage of passengers or parcels.



8. Schedule "4" is repealed and the following substituted

Schedule 4 -Taxi Roof Light Specifications

Dartmouth Zone

| | | |
|---|--------------------------------|---|
| <p><u>Front/Rear View</u></p>  <p><u>Side View</u></p>  | Roof Light | Size - 568mm long Colour - Yellow Placement – Located in the centre, secured to the top of the cab |
| | Cab Number | Text - Cab Number Font - Arial Letter Size - front/rear - 51mm - sides - 42mm Letter Color - Blue Placement - Front, Rear, Both Sides of Roof Light |
| | Taxi Company Name Plate | Plate Size - 456mm x 64mm Plate Color - Yellow Text - Company Name Font - Arial Letter Size - 47 mm high Letter Color - Red Placement - Front, Rear of Roof Light |
| | Illumination | Number 1156 clear bulb or fluorescent bulb emitting an equivalent light |

County Zone

| | | |
|---|--------------------------------|--|
| <p><u>Front/Rear View</u></p>  <p><u>Side View</u></p>  | Roof Light | Size - 568mm long Colour - White Placement - Located in the centre, secured to the top of the cab |
| | Cab Number | Text - Cab Number Font - Arial Letter Size - front/rear - 51mm - sides - 42mm Letter Color - Blue Placement - Front, Rear, Both Sides of Roof Light |
| | Taxi Company Name Plate | Plate Size - 456mm x 64mm Plate Color - White Text - Company Name Font - Arial Letter Size - 47 mm high Letter Color - Green Placement - Front, Rear of Roof Light |
| | Illumination | Number 1156 clear bulb or fluorescent bulb emitting an equivalent light |

Accessible Taxi

Front/Rear View



Roof Light

Size - 425mm long
 Colour - White
 Placement - Located in the centre, secured to the top of the cab

Cab Number

Text - Cab Number
 Font - Arial
 Letter Size - front/rear - 51mm
 - sides - 42mm
 Letter Color - Blue
 Placement - Front, Rear, Both Sides of Roof Light -top

Taxi Company Name Plate

Plate Size - 456mm x 64mm
 Plate Color - White
 Text - Company Name
 Font - Arial
 Letter Size - 47 mm high
 Letter Color - Red
 Placement - Front, Rear of Roof Light

Illumination

Number 1156 clear bulb or fluorescent bulb emitting an equivalent light

Halifax Zone

Front/Rear View



Side View



| | |
|--------------------------------|---|
| Roof Light | <p>Size - 425mm long</p> <p>Colour - White</p> <p>Placement – located in the centre and secured on the top of the vehicle.</p> |
| Cab Number | <p>Text - Cab Number</p> <p>Font - Arial</p> <p>Letter Size - front/rear - 51mm - sides - 42mm</p> <p>Letter Color - Blue</p> <p>Placement - Front, Rear, Both Sides of Roof Light top</p> |
| Taxi Company Name Plate | <p>Plate Size - 456mm x 64mm</p> <p>Plate Color - White</p> <p>Text - Company Name</p> <p>Font - Arial</p> <p>Letter Size - 47 mm high</p> <p>Letter Color - Red</p> <p>Placement - Front, Rear of Roof Light</p> |
| Side | <p>Text - HFX</p> <p>Font - Arial</p> <p>Letter Size - 50mm</p> <p>Letter Color - Blue</p> <p>Placement – Both Sides of Roof Light - Bottom</p> |
| Illumination | <p>Number 1156 clear bulb or fluorescent bulb emitting an equivalent light</p> |

9. Schedule "5", clause 2(2) is amended by inserting after the word "taxi" the wording ",or accessible taxi (if D409 compliant)".

10. Schedule "5", section 3 is repealed and the following substituted;

3. An accessible taxi must provide ease of entry to or egress from the vehicle in a safe and dignified manner by means of an on-board lift or ramp, and conforms with all sections of Canadian Standard Association D409-02: Motor Vehicles for the Transportation of Persons with Physical Disabilities, and is required to

(a) have displayed and maintained on all four sides of the vehicle, the international accessibility symbol measuring 100 X 100 mm (4 X 4 in);



(b) have on board a fully stocked NS First Aid Kit #3;

(c) have on board a seat belt cutter; and

(d) have on board one current (2 – 2.5 kg) dry chemical fire extinguisher.

11. Schedule "5", is amended by the addition of clause 5. (1) and clause 5. (2);

5. (1) A vehicle entering into the industry shall not be accepted for registration as a licensed vehicle under an owner's license, if the difference between the calendar year of manufacture of the vehicle as shown on the provincially issued motor vehicle registration and the calendar year in which the vehicle is presented for registration under the owner's license exceeds seven (7) years.

(2) A vehicle which has an "Ignition Alcohol Interlock Device" installed cannot be issued a vehicle for hire license or remain licensed as a vehicle for hire.

12. Schedule 6 is added as follows:

Schedule 6

TAXICAB PASSENGER / OPERATOR CODE OF ETHICS

4. As a taxicab passenger, you have the right to:

- A professional operator who is courteous and knowledgeable and who practices good hygiene.
- Be transported by the most direct route unless you request a different route.
- Expect all reasonable assistance in entering or exiting the vehicle when requested.
- Expect all reasonable assistance in loading or unloading items in or out the vehicle when requested.
- Expect service animals to be transported.
- Expect no other person(s) to be in the vehicle while you are being transported unless your consent is given.
- Expect a receipt upon request which indicates the fare paid, date & time, company name and roof light number.
- Expect that there be no smoking at any time in the vehicle.
- A taxicab in good mechanical and physical condition.
- A taxicab that has a clean passenger and trunk compartment and vehicle exterior.
- A taxicab which is clearly identifiable and has the municipal licence clearly displayed.
- A taxicab with a meter which charges an accurate fare for the distance and time travelled according to regulations.

5. Your taxicab operator has the right to expect a passenger or passengers to:

- Behave in a civil manner.

- Refrain from smoking, drinking or eating food inside the taxicab.
- Not leave the interior of the vehicle in an unsanitary or unusable condition.
- Not distract or otherwise prevent the operator from focussing on driving the taxicab.
- Clearly disclose their destination prior to departure.
- Confirm a method of payment upon request.
- Make prompt payment of the posted fare.
- Provide a deposit, up to the estimated amount of the fare, in advance, if requested.

6. Service may be refused or interrupted in the following circumstances:

- Passenger refuses to show proof of payment or partial payment in advance as requested.
- Passenger request would constitute the driver breaking the law or violating the HRM taxi, limousine regulations.
- Passenger appears to be in need of emergency medical assistance.
- Passenger refuses to disclose a specific final destination or the person's conduct is such it causes and operator to be fearful for his or her safety.

Done and passed in Council the _____ day of _____ 2014.

Mayor

Municipal Clerk

I, Cathy Mellett, Municipal Clerk of the Halifax Regional Municipality, hereby certify that the above noted Motion was passed at a meeting of the Halifax Regional Council held on _____, 2014.

Cathy Mellet, Municipal Clerk