

APPENDIX C



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

Report

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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 (#)

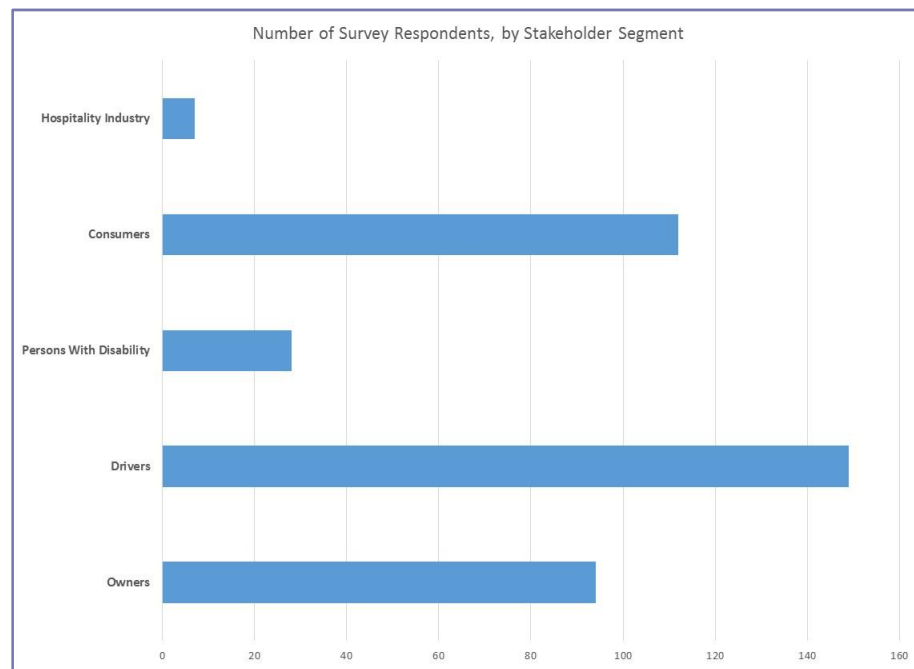
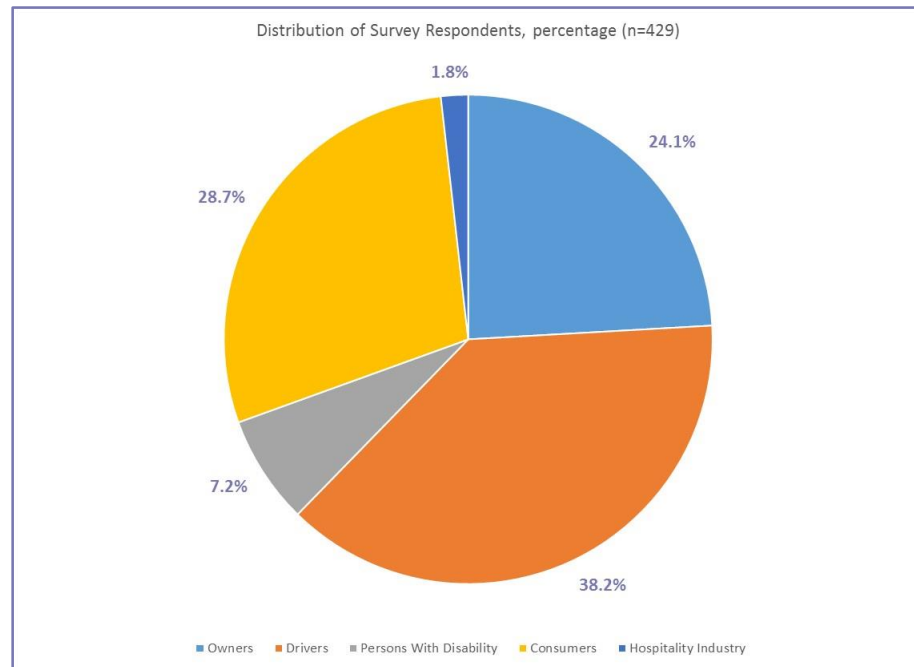


Figure 2: Distribution of Survey Respondents by Stakeholder Segment (%)



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.

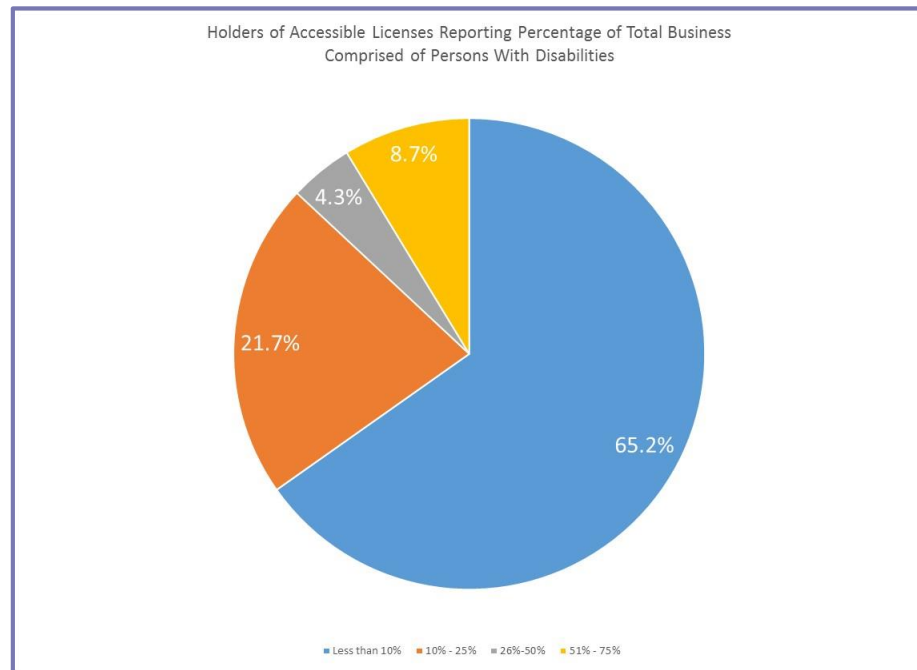
Within the survey questionnaire, respondents were asked to self-identify with regard to the stakeholder description each respondent viewed as best describing their position with respect to the taxi business in Halifax. The responses to this first question are illustrated in the charts above and determined 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%
Total: 7 100.0%	

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 worthed 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 vechical 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 be able to work the bar scene
68.	they aren't needed. already have 50 on the road that don't 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 accessible calls in the last 3 months, and i don't 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 accessible. Business isn't 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.	<p>I hear on a daily basis that customers are being driven by drivers who do not know the city.</p> <p>The conditional licenses should be done away with.</p> <p>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.</p> <p>Many people comment that the drivers do not know the city.</p> <p>Drivers are disregarding the customers preferences and drive the route the driver chooses rather than going the route the customer requests.</p> <p>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.</p>
3.	I would like to suggest that the license be given to the owner and the right 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 lisenec 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 should 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>In my opinion city should keep the waiting list and as the city grows issue more roof light for people on the list, this is a fair game.</p>
16.	In Montreal the Govt allows for a conventional license to convert to an accessible licence with them paying half the cost of the vehicle and offering the driver a 5 year contract. This guarantees 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.	<p>1. Limit the number of the accessible taxi licenses on current numbers</p> <p>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</p>
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 issuing 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 councilors and drivers voice could be heard before any decision making .The proposal have a lot of weakness 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 improved 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 toms They got free rooflight
48.	Transferability. Allow drivers to own the taxi licence.
49.	need to change rent the roof light system, own the light no one else, take back who not driving at all and own 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 u from how long u have been and give this answer from all most 6 year, but I here from 15 year 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.	[REDACTED]
56.	no changes. [REDACTED]

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>don't force accessible taxi to other zone.</p> <p>if they need accessible taxi and they can't talk or move someone 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 too 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. personally 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 cars. 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.	Making licenses transferable under the current cap
4.	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
5.	Customers are being penalized, because the drivers do not know the city, they take longer routes and the fare is higher.
6.	some drivers don't know their way around the main streets. Retest us all!
7.	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.
8.	The zones should not be opened after the T-1001 are approved for conventional licenses thus stimulating the increase in Accessible Taxis. Potential licensees would see the benefit of owning an open zone licensed cab.
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.	sorry but it seems I have already voiced my concerns in reply to earlier queries
11.	Do not increase the amount of cars.

#	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.	
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.	
43.	I feel that part of the problem is some people acquired accessible taxi licences 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 city is doing. let the market determine.
48.	<p>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.</p> <p>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?</p> <p>They are disabled too and they can not get into accessible taxi.</p> <p>Few years ago we had 5 accessible taxi now we have 50 and you want to make 1000??</p> <p>Nice move!!!!</p> <p>Because so few people who want this to happen and make large money, you want to destroy hundreds of lives, hundreds of jobs.</p> <p>You want to create jobs or destroy jobs?????</p> <p>Why you bring people to this province?</p> <p>We have jobs but you want to kill the taxi business</p>




#	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.	
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.

APPENDIX B – SURVEY RESPONSES – LICENSED DRIVERS


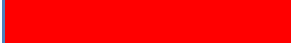





To help us ensure your responses are directly related to your interests in this consultation process, please tell us which of the following best describes your involvement with taxi and limousine services within the Halifax Regional Municipality

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


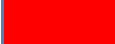

5. In your personal view, is the current limit of 1,000 conventional owner's licenses in Halifax?

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
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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.	<p>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 !!!??</p> <p>they wanna tell me if you have money go get the accessible car wich cost \$40000 or get the hill out of here .</p> <p>simply they wanna put people like me on the garbage ????</p> <p>after that please don't talk about hummanright and justice and democracy.....</p>
22.	<p>Establish a vision for the industry (totally lacking right now or, poorly articulated).</p> <p>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.</p>
23.	thanks
24.	<p>Hello,</p> <p>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.</p> <p>Taxi clients are divided into the following sectors & will be effected as follows (Out of my experience):</p> <ul style="list-style-type: none"> - 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,</p> <p> </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 accessible 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 accessible taxis.
63.	you have to make sure that when u r handing out the accessible 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 taxis
5.	YES. Accessible taxi drivers 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 absorbed 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.	
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>[REDACTED]</p> <p>[REDACTED]</p>
20.	listen to drivers for once!!!
21.	[REDACTED] . 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 ooption we have no place to go,i couldn't belive hear this afeter I served morthan 9 years, if you really wanted change please consider issue atlist 100 rooflight thank you God bless and Canada you
29.	
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.	
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.	
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 axcceble 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.	
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.
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


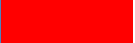





To help us ensure your responses are directly related to your interests in this consultation process, please tell us which of the following best describes your involvement with taxi and limousine services within the Halifax Regional Municipality

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 preffer 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

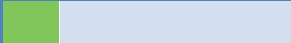
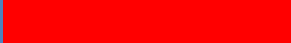
7. When you use a taxi service, how important to you is availability of an accessible taxi vehicle?

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.	<p>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.</p> <p>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.</p>
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 dispatechers 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 don't 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 don't 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 [REDACTED]!!!!
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 then 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 shit. 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.	<p>too many drivers</p> <p>drivers not making enough money to make a living</p> <p>too many cars.</p>
59.	<p>accessible cabs are [REDACTED] pieces of junk. I cant believe staff is actually recommending this!!!</p> <p>leave it the hell alone.</p>

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


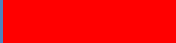

5. In your personal view as a taxi industry stakeholder, if the proposed by-law changes are implemented, would you expect the overall impact on the taxi business in Halifax to be ...

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!

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| <p>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> |
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