
Subject: FW: Email - Communication - Yanique Williams - Uber Canda - TNC Driver Licensing and Vehicle for Hire Data - CK 7000-7
Attachments: 6_7_2021_-_saskatoon_-_standing_policy_committee_on_transportation.pdf

From: Web NoReply <web-noreply@saskatoon.ca>
Sent: June 07, 2021 7:59 AM
To: City Council <City.Council@saskatoon.ca>
Subject: Email - Communication - Yanique Williams - Uber Canda - TNC Driver Licensing and Vehicle for Hire Data - CK 7000-7

--- Replies to this email will go to yanique@uber.com ---

Submitted on Monday, June 7, 2021 - 07:58

Submitted by user: Anonymous

Submitted values are:

Date Monday, June 07, 2021
To His Worship the Mayor and Members of City Council
First Name Yanique
Last Name Williams
Phone Number (437) [REDACTED]
Email yanique@uber.com
Address 121 Bloor St. E.
City Toronto
Province Ontario
Postal Code M4W 1A9
Name of the organization or agency you are representing (if applicable) Uber Canda
Subject Vehicles for Hire - Transportation Committee Meeting June 7
Meeting (if known) Standing Policy Committee on Transportation Meeting
Comments
His Worship the Mayor and Members of City Council,
Please find attached a memo focused on two items that will be discussed at today's meeting: Saskatoon Considerations for TNC Driver Licensing, and Vehicle for Hire Data - Wait Time Analysis.

I'm happy to answer any clarifying questions as needed.

Best,

Yanique
[REDACTED]



TO: City of Saskatoon, Standing Policy Committee on Transportation

SUBJECT: Vehicle for Hire Bylaw Review

DATE: June 4, 2021

CONTACT: Yanique Williams, Public Policy Manager, Western Canada
yanique@uber.com, [REDACTED]

Introduction

Ridesharing continues to provide income opportunities to more than 400 Saskatoon residents over the past year. Drivers come to Uber for the opportunity to earn on their terms. As we continue to navigate the effects of COVID-19, these workers have also been a lifeline to their communities. They have transported healthcare workers to hospitals, delivered food to people socially distancing at home, and helped local restaurants stay in business.

Uber believes that the current regulatory environment in Saskatoon strikes the right balance between providing additional earning opportunities for Saskatonians, providing access to transportation for individuals who do not own or do not wish to use their private vehicles, and maintaining a safe urban transportation marketplace for all. This is validated as through the current vehicle for hire bylaw review process, Administration's position on TNC Driver Licensing remains unchanged. In its informational report, Administration did not recommend changing the existing TNC driver licensing process even as it has provided background information on two other licensing approaches.

Administration also provided an overview of wait times as captured before and during the pandemic. Indeed, as governments have encouraged citizens to shelter in place and only to engage in essential travel by only moving what matters these drivers have provided service to riders with an average wait time of under 6 minutes.

Saskatoon Considerations for TNC Driver Licensing

Individual driver licencing history has historically been required of taxi drivers by municipalities. However ridesharing has key differences. Ridesharing with Uber or similar services involves additional technology and systems that can be relied upon for better safety and customer service. Moreover, the business model of ridesharing is different in that there is no artificial cap on the number of individuals who can participate in the economic activity. Therefore, companies work hard to remove or streamline barriers for drivers who are interested in participating in the opportunity, with the companies taking on compliance and licence fee requirements directly.

Option 1: Maintain Current Licensing Model

Uber remains aligned with Administration's position that TNC Driver Licensing should remain unchanged. To date Administration has not raised any material concerns regarding Uber's compliance for ensuring appropriate driver documentation in Saskatoon. One of the Administration's arguments against expanded government licensing is that it operates on a cost-recovery model. If ridesharing is generating ever-larger fees, that argument dissipates. Moreover, drivers save on regulator fees as riders are directly charged a surcharge on every trip, and they are able to start earning without having to visit a licencing office in person.

Uber maintains a robust weekly driver information exchange process with SGI which serves as an additional verification to validate that individuals who are able to access the platform in Saskatoon meet the provincial driver and vehicle regulatory requirements.

Lastly, the city saves money by adopting a best practice for regulating ridesharing in Canada using a unified licencing system. No major regulator in Canada requires ridesharing drivers to get a paper, city created and administered, driver's licence to rideshare.

In fact, Winnipeg and Halifax - both communities that are a similar size to Saskatoon - rely upon unified licencing to ensure compliance with regulations. The same goes for much larger regulators such as British Columbia, Quebec, Edmonton and Ottawa. See **Table 1** below for a full list of jurisdictions currently implementing option 1.

Option 2: Hybrid Licensing Model

In looking at the appendix provided by Administration it's important to provide clarification that Option 2 is not in fact used by most municipalities in Canada. For instance, Montreal does not regulate ridesharing as this is done at the provincial level. Additionally, Vancouver and Winnipeg do not approve individual licences for drivers. In BC, the province administers the safety requirements for ridesharing and taxi drivers; Vancouver solely charges per-vehicle fees under its business licensing authority. Similarly, Victoria does not have the authority to regulate ridesharing, as provincial legislation gives the provincial Passenger Transportation Board this responsibility. In Winnipeg they solely rely upon an audit based model such as Option 1.

Option 3: Full Licensing Model

It is important to note that while Calgary and Toronto have opted for a hybrid or full licensing model, these two communities built proprietary IT systems to have ridesharing companies facilitate individual driver document transfers to the regulator to electronically issue the driver a digital licence via the ridesharing company. In these cities, ridesharing companies like Uber collect the required information from prospective drivers, and transfer that information to the municipal authority. These are complex, costly systems both for the city and companies to establish and administer. For reference Calgary's Livery regulator has a budget of over \$3M and Toronto's Vehicle for Hire Regulator has a budget over \$10M. In our view, this approach does not result in any appreciable increase in safety or efficiency over the unified model used by many other cities.

Changes to the current process will undoubtedly lead to more administrative burden for Administration and increase costs that will be borne by ratepayers, drivers, or Saskatonians seeking reliable affordable transportation options. Moreover, changes outlined in options 2 and 3 will lead to increased red tape. For instance, as it pertains to option 2, Administration's report noted that, "due to the volume of documents, there may be an additional administrative cost for TNCs through server storage or other electronic means of sharing the information with the City". Additionally, under option 3 Administration noted, "this approach requires significant administrative resources to implement. None of the 11 cities surveyed in the municipality can fully utilize this scale of licensing model."

Vehicle for Hire Data - Wait Time Analysis

Since our first trip in Saskatoon in February 2019, hundreds of workers have had access to a new income opportunity via the Uber app which they could do on their own schedule day or night - weekend or weekday - simply by meeting the regulated safety criteria and then pressing the Go button.

As Canadians have sheltered in place and limited their travel to essential trips to help stop the spread of COVID19, Uber remains focussed on moving what matters. These drivers completed



hundreds of thousands of safe trips for riders heading to grocery stores, the airport, or medical appointments. This process has worked smoothly, without any recurring safety or economic issues. Saskatoon’s regulator has diligently monitored our operations, and we have invested in responding to regulatory inquiries and inspections promptly.

While the pandemic has shifted business as usual, Uber remained committed to providing a great experience to riders and drivers on the platform—as reflected through wait times. The Administration’s report highlights this as it states, the introduction of TNCs has assisted in reducing wait times. Drivers on the platform have provided service to locals and visitors with an average wait time of under 6 minutes.

As we start to pivot towards recovery Uber remains committed to doing our part to help keep the roads safe for all users as we begin to travel again.

Thank you for your consideration and we look forward to many more years of partnership between Uber and the City of Saskatoon.

Table 1

| Jurisdictions |
|---|
| British Columbia |
| Edmonton |
| Lethbridge |
| Red Deer |
| Regina |
| Saskatoon |
| Winnipeg |
| Ontario (excluding Toronto, Waterloo Region, Niagara, and Barrie) |
| Quebec (province) |
| Halifax |