

## Survey Results and Comments

162 surveys were completed by members of the taxi industry. Responses were divided into 6 stakeholder groups. Some taxi drivers are also taxi licence owners/holders; their responses were counted in both categories. Taxi licence owners were able to submit a response for each licence they own. Respondents were able to skip questions.

<b>Question:</b>	<b>Should the Enterprise Taxi Licence Program continue with a new lottery?</b>	<b>If yes, how many years should the new term be?</b>	<b>How many licences should there be if there is a new term?</b>
<b>Taxi Drivers</b>	Yes: <b>111</b> No: <b>47</b>	2 years: <b>15</b> 3 years: <b>21</b> 4 years: <b>34</b> 5 or more: <b>41</b>	1 to 10: <b>7</b> 11 to 20: <b>3</b> 21 to 30: <b>9</b> 31 to 40: <b>39</b> 41 or more: <b>53</b>
<b>Taxi Licence Owners</b>	Yes: <b>1</b> No: <b>73</b>	5 or more: <b>1</b>	31 to 40: <b>1</b>
<b>Temp. Wheelchair Taxi Plate Holders</b>	Yes: <b>6</b> No: <b>8</b>	2 years: <b>1</b> 3 years: <b>1</b> 4 years: <b>1</b> 5 or more: <b>3</b>	1 to 10: <b>1</b> 31 to 40: <b>3</b> 41 or more: <b>2</b>
<b>Enterprise Taxi Plate Holders</b>	Yes: <b>19</b> No: <b>1</b>	3 years: <b>2</b> 4 years: <b>7</b> 5 or more: <b>10</b>	21 to 30: <b>1</b> 31 to 40: <b>8</b> 41 or more: <b>10</b>
<b>Taxi Brokers</b>	Yes: <b>1</b> No: <b>2</b>	4 years: <b>1</b>	31 to 40: <b>1</b>
<b>Driver's Union</b>	Yes: <b>1</b>	5 or more: <b>1</b>	31 to 40: <b>1</b>

<b>Question:</b>	<b>How many years should the new term be for Temporary Wheelchair Accessible Taxis?</b>	<b>If more temp. WCA plates were to be added, how many should there be?</b>	<b>If more temp. WCA plates were added, who should they be given to?</b>
<b>Taxi Drivers</b>	5 to 7 years: <b>85</b> 8 to 10 years: <b>45</b> 11 or more: <b>28</b>	1 to 5: <b>77</b> 6 to 10: <b>34</b> 11 to 15: <b>21</b> 16 or more: <b>26</b>	To taxi drivers through a lottery: <b>144</b> To taxi brokers: <b>14</b>
<b>Taxi Licence Owners</b>	5 to 7 years: <b>9</b> 8 to 10 years: <b>24</b> 11 or more: <b>5</b>	1 to 5: <b>14</b> 6 to 10: <b>3</b> 11 to 15: <b>21</b> 16 or more: <b>0</b>	To taxi drivers through a lottery: <b>4</b> To taxi brokers: <b>70</b>
<b>Temp. Wheelchair Taxi Plate Holders</b>	5 to 7 years: <b>1</b> 8 to 10 years: <b>4</b> 11 or more: <b>9</b>	1 to 5: <b>11</b> 6 to 10: <b>3</b> 11 to 15: <b>0</b> 16 or more: <b>0</b>	To taxi drivers through a lottery: <b>13</b> To taxi brokers: <b>1</b>
<b>Enterprise Taxi Licence Holders</b>	5 to 7 years: <b>7</b> 8 to 10 years: <b>9</b> 11 or more: <b>4</b>	1 to 5: <b>6</b> 6 to 10: <b>5</b> 11 to 15: <b>4</b> 16 or more: <b>5</b>	To taxi drivers through a lottery: <b>20</b> To taxi brokers: <b>0</b>
<b>Taxi Brokers</b>	5 to 7 years: <b>1</b> 8 to 10 years: <b>2</b> 11 or more: <b>0</b>	1 to 5: <b>0</b> 6 to 10: <b>1</b> 11 to 15: <b>2</b> 16 or more: <b>0</b>	To taxi drivers through a lottery: <b>0</b> To taxi brokers: <b>2</b>
<b>Driver's Union</b>	8 to 10 years: <b>1</b>	1 to 5: <b>1</b>	To taxi drivers through a lottery: <b>1</b>

## Survey Comments

Pls issues plates to new drivers as well

City should do new lottery system to issue new enterprise plate. So that all taxi drivers will get equal opportunity to get their own enterprise plate. Time frame should be 2 years.

Please provide more seasonal plates lottery for drivers. Thank you

Try to match the same rules apply to other TNC companies (like Uber etc)

Because the fees for service are mandated and set by the city the fees should be subsidized by the city. There is no surge pricing available. And standards are different from Uber. The money stays within the community but the taxi industry is given no consideration for this.

Fee should be increased cab companies are making money so city should also make money and we request you to design programs which help individuals to earn their livelihood, and there should be a logbook system where the cab drivers should not be permitted to drive more than eight hours or limit set by city of saskatoon. Most of them are overworked. Thank you

Lottery system is better which should be directly controlled by city not by taxi companies.

thanks for giving a chance for taxi drivers to give their feedback

The City should immediately change the enterprise plates to regular plates for sale and sell them by bid. They would sell for much needed cash to aid dealing with the current deficit.

To keep the playing field level, Uber operators should have to pay for a licence to operate an Uber at the same average price taxi plates sell for. This would also help with the City's deficit.

I personally am still working at age 69, because the City killed the resale value of taxi plates by allowing unlimited Uber operators in Saskatoon

I have 2 taxi franchises from COS. One I drive other have to lease out. This is a permanent problem because I cannot get a serious full time driver for that cab and I am underperforming as supply of cabs is more than the drivers available and secondly, about 25 percent regular calls have diverted to ride sharing companies. The costs incurring as operational cost on the other hand are increasing. For example financing on vehicle purchase, repair and garage bills, SGI license plate fee, despatch fee etc over supply of cabs by temporary plates, on one hand eroded significantly, availability of shift drivers and extended the call waiting time between finishing a trip and getting next trip. Some times for more than an hour. Approximately, operational cost of one cab for 24 hours is \$135.00. Which is very difficult to match in present circumstances. The breakdown for 24 hours is as under: Despatch fee \$40.00, SGI \$18.00, Repair and maintenance \$35.00 Bank financing or depreciation \$35.00, Liability insurance and COS permit fee \$ \$4.50. Fuel cost and GST is over that. Presently fuel costs per shift could be \$ 40.00. With lower trend in customer calls as COS has itself mentioned, it will make financial situation more difficult for individuals like me who have invested more than three

hundred thousand dollars and reeling for years in problems due to certain decisions of the COS. Not to mention that this investment grossly assisted by bank financing as almost all individuals who invested in this field have taken burden and that cost is separate from this calculation.

Always be positive and welcome for the betterment for peoples of Saskatoon citizens

According to statistics population is growing, so taxi service should grow and it will help our local economy and employment.

For enterprise plate the lottery must include those drivers which are not holding enterprise plates right now. Means those drivers who are driving with enterprise plates must be removed from the next lottery. Give chance to everyone

Taxi brokers are ripping us drivers

Thanks

I've been driving taxi for over 30 years. For a variety of reasons business has been the lowest I've ever seen it, relatively speaking, over the last six months. We should eliminate any extra plates.

The city allows all kind of hail ride companies in the city with less requirements compare to taxi drivers. Taxi drivers need to have class 4, clearance check at the police (\$35) and driving abstract every year (\$10) then ID renewal fee (\$35) from the city hall. Every 3 years the drivers also need to complete a medical report from family doctor to be submitted to the SGI at their own cost (\$120-\$160). I don't see any hail ride drivers need to pay anything like us. Hail ride drivers' vehicles don't have to be within 7 years old. The insurance on any taxi vehicle is very close to \$4,000/year. Why does the city hall still want to continue increasing the license fee so much every year?

There's still a number of franchise taxi are sitting without drivers or only one shift driver so I don't think we want to see any seasonal franchise license to be continued.

Minimum wage is now \$14/hr, if the cost to maintain the license continues to go higher and higher then very soon all drivers will quit.

Please take a look at the economy right now and pause on the license hike for now and get rid of the seasonal franchises.

My concern would be that since our economy is going downhill while our local government is focused on bringing in international corporations into local markets rather than giving out more franchises out to local business. Even though local individuals still work for ride-share companies still we produce a big chunk of share for other countries. It is not good for local markets and neither for country itself. Ride-share should not be promoted and people are made more aware to use local taxis. Also, if city has to bring in ride-share that many people are doing full-time 12 hours shift then why would they pay only 100-ish dollar on vehicle insurances while they put same liability on roads. If not this then city should work for taxi drivers to have lower vehicle insurance rates as well.

No more taxi in the city

Take the temporary plates back in June 2024 and no more lottery...

We got Uber !!!!!

Please continue the enterprise taxi scheme. Cab drivers have families depend on income of enterprise scheme

Please stop the shuttle service in the city, some brokers use it as a Regular taxi business is already not very good in the city and those Shattles are Share our business, that is not good. All drivers are very disturbed because of this They use same system, like same dispatch system, tablets interact machines in their vehicles, please please stop it

Thanks

Let the drivers have the plates and not the company owners

If I compare these few years our income going down and expenses going up even with the fee increase that we've had. Taxi driving is a very small business just for one or two families, every one increasing their prices and f fees and pushing more on these families. City should calculate the fees among the other small businesses to decrease the fees instead of increase.

Also it should be some sort of regulating in the number of Uber drivers. This mostly part time business working for extra money in their pukets effected badly on our full time job and our pukets.

City should see the whole passenger transporting industry in a bigger picture and keep the taxi business as a necessary service alive.

There should be rules for Uber too and there should be surge pricing for taxis too

I strongly suggest that the current enterprise plate owners who have stuck with the program since the day the got the plate should be allowed to continue operating the plate. More enterprise plates should be added as the city population is supposed to grow anyways. Extra enterprise plates should be awarded through lottery to the new drivers. For the current enterprise plate owners I would suggest that if anyone wants to return the plate it should go back to the city to reassign for the next driver in line. Pandemic was a really hard for the enterprise plate owners but they stuck with the program and should be appreciated for this by extending the program for current drivers and adding the new ones too. Thanks.

Instead increasing of fee I think it is better to lower down because Bussness is way less then use too be thanks

This program should continue because it's living for drivers and there families and also it needs for city I know some people want to stop this program my question why As for i know city create opportunities not stop thanks for giving me chance for input

Surge pricing for taxi drivers like uber.

Many taxi plate owner not driving taxi so why city not taking back those plates abd who working ragular last 2 - 3 years give them So they can work and services there family in this gas prize

The Temporary Plates Should be Cancelled Effective IMMEDIATELY!!! I Drove Taxi Before and After UBER Came into play and Since UBER Takes SO MUCH Business I think the Business for Taxi Drivers is thinned out too Much!!!

For Reference this is coming from a Driver that has 10+ Years In the Industry within a Time Period of 18 Years... I Never Owned or had a Temporary Plate, and I Never Want too, I wouldn't want the Burden of All the Fee's... City Fee's, SGI's Jack Up on Insurance and Maintenance Costs for the Taxi and All the Decals And Equipment To get things started up... It's All Far to much money in my Opinion... I Believe to Maintain All of that Most of these Drivers have to Work Dangerously Long Hours to keep that up along with paying there own Bills at Home...

I Refuse To Work Like Most Drivers, I Pick My Hours and keep them Reasonable to Maintain my Sanity and Mental Health First... I take at least 2 Days Off a Week, and I Regularly Take Off about 2 Full Months a Year... Most Drivers Don't Do that...

I Feel The Majority Of Drivers are Forced to Work to much Cause All the Fee's Are So High, Including Leasing a Plate if they Don't Own there Plate. I live a Minimalistic Life Keeping My Rent Down by living in Poverty, And Shopping Deals And I have No Kids and No Significant Other, And I'm Struggling to feed myself. I can't imagine how Drivers like One Friend I know is Making it and He Has 7 Children and a Wife... I'm Willing to Bet He Has to Put his life in Danger with the Hours He Works...

My Political Hero Is Alexandria Ocasio-Cortez in New Yorks 14th District in the United States Of America and She Talks About People having a Living Wage... Most Immigrants Don't Understand this as They are Not Familiar with North American / Western Culture!!! They Come here and Work Till the Day they Die. And Immigrants Are the Majority of the Taxi Industry, And I am Not an Immigrant... But if you wanna Talk Reasonable 8 Hours, 10 Hour's or 12 Hour Shifts I can Say The Saskatoon Taxi Industry Is Definitely Not Offering a Living Wage at all. If you Work 8 Days a Week and 30 Hours a Day You could But as you know there aren't that Manny Days in a Week or Hours in a Day and Humans Need to Sleep, And I know Guys who Because they need More Money They Sleep in there Cars and Miss out on Crucial Family Time With there Wife's and Children... And In my Opinion, No Parent Or Child Should Have to Suffer Such a Loss of Valuble Family time, and I STRONGLY Believe it is The Children That Suffer the Most Developmental Loss not having there Father's in there Life...

I am Someone Who Grew Up In Foster Care And Suffered A LOT of Abuse as A Child in Child Care And it's Nothing less then a Miracle That I'm Criminal Record Free and Can Hold a Job Cause Statistically I should be a Career Criminal In Jail Right Now, Cause that's where All The Kids I Grew Up with are Right Now. The Benefit I Have Gained from this is I

can Live in Area's where Most Decent People Can't Cause they can't Come Down and Talk to these Other People in Poverty like I can, So that's the Only way I win, Is Buy Living in Area's That can Unfortunately Be Very Dangerous, But I talk to others at there Level and Gain Respect in my Community from some pretty shady people, Enough so they leave me alone to the point I feel Safe in my Community, But I can tell you Not a Single Person at City Hall would Call Where I Live Safe...

I just wanted to Let you guys know a little more about me so you know where I Come From...

Anyway, I wanna Put a Joke on the Table For Hearing such a Discouraging and Possibly Sad Opinion I wanna Lighten your Day up with a Quote From Ray to Bubbles in Trailer Park Boys

"That's The Way Of The Road Bubb's, That The Way Of The Road!!!"

Thank you for your Time and Reading my Thoughtful Opinion on the Taxi Industry, and I Hope this will Be Sufficient to Help with a Decision on the Temporary Plates...

We need more cabs in saskatoon.

Good luck 🍀

Please increase mores enterprise price plates

Enterprise Taxi Plates should be continue and number of taxi plates should be increased as so many families are connected with this industry. We all are facing a hard time due to inflation so City should think about all the families who are rely on this industry.

There should be a level play field between uber and taxi.

Taxi is a full time job of many people and uber is mostly a part time Job and it's hurting the taxi industry who are working full time so there should be class 4 restriction for Uber and Taxi driver and there should be a Cap on uber same as Taxi. There should be check and balance on shuttle services as well as its been mis-used by brokers.

In many different cities in Canada there is a program of City that you can get the taxi plate after pay some fees on it and you can drive the taxi as long as you are driving the taxi and then it returned back to city when you stop driving or decide to quit the industry.

In Uber things happening in the same way. Right now there is no level play field between Uber and Taxi, there is no cap on uber so there would be no cap on taxi as well.

Or there should be level play field between uber and taxi like Class 4 license, Cap and Insurance etc. If City cannot do that then please increase the enterprise taxi paltes atleast 100 taxi plates.

We don't need enterprise taxi plates program because some permanent plates have no drivers especially night time



As the city is growing and the population is growing as well so we need more cabs in the city and we need more wheelchair cabs for sure. The interprice cabs are very good program because the drivers are all experienced driver and the always works in the day time and help the city to do better in public transportation and all of them take care of the service very well because they are owners and owners are do better service and have better vehicles and cleaner vehicles. I thing we should continue on interprice and more wheelchair cabs in the city. Thank you

We don't need enterprises plate because we don't have enough drivers for permanent plates. the owners of the permanent plate are really struggling because of no drivers

Increasing the license fee when the number of calls are going down is not fair.

Taxi broker should not run Taxi shuttle

Thanks for the survey.

But this survey gives the opportunity only pre defined answer what only city solicitor thought. Isn't it good idea to hear from some member of public Opinion. Also brief explanation from driver's , owner, wheelchair driver's and enterprise taxi owner as well.

One very important issue in my opinion is how we read and interpret the data of taxi industry.

For example; Other transportation industry like Uber doesn't regulated by the city how many driver's are working ; but cap on temporary taxi license or discontinuation of current program. Guess what? We are giving business to ride share company.

Enterprise Taxi was given as a testament of flex service before covid and ride share launch in the city. Now if we think that those taxi didn't serve certain number of ride according to the city's expectation; then we need to consider total ride might decrease due to inflation or taken by ride share company.

I gave only two thoughts out of so many.

I will be happy to give more input of analysis if there is any opportunity of invitation from the city.

I pride city of Saskatoon for equal opportunity.

Not sure if I totally understood what I was being asked, as I'm only a driver.

Not sure if this is the appropriate place to mention this - but working as a cab driver in Saskatoon has often become a less than minimum wage job!

All permanent taxis palette is going through lottery. Because they Will charge drivers 800 per month



I think one time increase would be better for everyone. Wheel chair should be redrawn every 10 years like enterprise taxi so other drivers can have it . Thanks

Taxi drivers are barely able to pay there bills if they are

All Taxi plates should be given by lottery

My thoughts regarding enterprise taxi license holder it should be continued cause lots of driver getting helped from this policy and it should be continued by lottery system otherwise drivers won't have option to pay that much fees to the brokers better to drive uber or do something else

Taxi fee should not be increased and wheal chairs No should be less what ever we have now.. and we don't need the temporary car anymore. thanks

I m working as a taxi driver with various companies last more than two years they all brokers negotiating there dispatch fees and plates fees time to time and misusing drivers according there own benefits just they own plates or hold plates from plate owners so pls issue plate direct driver to use for his own or immediate family with minimum hours requirements to stop misuse plates to use business purposes. Drivers should free to go with any company who provide best services to the people of Saskatoon

Also I would request to reserve some plates for peoples who already working and serving with minor disabilities and very need full to survive their own to promote with their own business also city should ask the company brokers to give them free or discounted dispatch fees to survive them easily and hassle free life .  
Hopefully you will consider and discuss that issue too in ur next meeting Thanks

Uber has affected the regular taxi business significantly. There should be a limitation on the number of Uber taxis in the city.

I don't want taxi license fee increase it's unfair now everything online why we need more staff city should reduce staff to cut cost for licensing fee or other related expenses due to Uber services there should be less temporary license and wheelchair license not much business out in city and I request city to make by law if we ask some shady customers payment upfront due to non payment and repeated non payments by same person

Work hard nd bought a plate very expensive, some drivers choose to buy a house instead, now the city of Saskatoon said because i own a plate, I'm not allowed to enter my name on the lottery and i think is a discrimination toward me. Everyone with a taxi badge number should be allowed. Thank u

The only city give you license 🚗 and take from you

Fees should be decreased not Increased

Taxi driver barely pays their bills if they are able to

Survey should be entertained as per taxi drivers request

The drivers ending term with last lottery in 2024 should not participate in new lottery

I want every four years should be draw. then other drivers have opportunity.

Should not increase the fees

The drivers having already enterprise plates should not be able to take part in next draw

This city is in a fight with the farmers market the horse racing people the cab industry is no different we r at ur mercy but expect them to screw it up same as the bus system! If you have an hour or so take a bus! It all comes down to city council! Can't wait for the winter when nobody will b able to get out of the airport for hours because of policy to tax cabs to provide a service!! Welcome to Saskatoon were u can't get out of the airport! Send your money south to Uber and b charged 3 times the price

City should offer drivers a financing program to purchase a plate directly from city for reasonable terms

The Enterprise Taxi Licenses should continue with the 35 plates to meet the transportation requirements of the city of saskatoon because I still see the long line of the people waiting for the Taxi at the airport, And 35 families will be able to eat their bread and butter. All 35 Enterprise taxi Licenses holders are feeding their families by driving these taxi plates and they are serving the people of city of saskatoon at the same time. If city of saskatoon wants to increase the Licenses fee, Yes the city of saskatoon should increase the Licenses fee but the city of saskatoon should allow the Enterprise taxi license holder to hire the 2nd driver on the same taxi, in this way city will be creating 35 more jobs to feed the 35 more families of the drivers. SO PLEASE CONTINUE THE ENTERPRISE TAXI LICENSES PROGRAM WITH 35 PLATES AND ALLOW THE 2ND DRIVER ON THE TAXI BECAUSE CITY OF SASKATOON PEOPLE NEED A BETTER AND QUICKER TAXI SERVICE AND IT IS THE NEED OF THE TIME RIGHT NOW. BY ALLOWING THE 2ND DRIVER THE SAME ENTERPRISE TAXI WILL BE ON THE ROAD 24 HOURS A DAY TO GIVE BETTER AND QUICKER TAXI CUSTOMER SERVICE TO THE CITY OF SASKATOON PEOPLE.

Should be more then 80

1- Enterprise taxi plate should have 2nd driver since all expenses as same as permanent taxi plate.

2- Enterprise taxi plate should not be drawn again cause most of winner returns the plate when they find out there is lot of expenses and Responsibilities and if possible make current plate permanent .

Taxi business is been killed with Uber.

I heard that the city is planning to cancel the seasonal taxi plates. They plan to cancel the new lottery system. That is not good.

1. The city needs to realize that a lot of people are going to lose their jobs and that many families depend on this as a way to make a living.
2. Does the city want to increase unemployment rates?
3. The taxi service serves the public.
4. The city should not listen to the big brokers in the city and instead should be focused on reducing the unemployment numbers and not increasing them.

5. Going off of the 350,000 population base of Saskatoon the number of taxi cabs should be increasing not decreasing. There should be 100 taxis more.
  6. Every taxi company in Saskatoon is putting forth the shuttle system and they are increasing the number of shuttles and there is no cap on them.
  7. Why is the city listening to cab company owners and not the people who are actually driving the cabs?
  8. Does the city only listen to the rich people, company owners, and not the people who are making a living day to day, the cab driver?
  9. We gave you the vote so that you may be able to go to the city council so that you may be a voice for us not so that you could work against us to make us jobless.
  10. A taxi driver will get out of his taxi at -40 weather to put the customers groceries in or to help the elderly get into the cab,
  11. I am a taxi driver. My vote contains the same amount of power that a company owner's does. We voted for people like you to go into the city council so that we may have a voice, not so that you only listen to big corporations.
- If you would like to discuss this further we could have a meeting.  
Please notify me to set a date. Thank you very much,

My suggestion is to help new drivers in the lottery program and those drivers who already enjoyed this program they should not be eligible again because everyone should be given a chance in the form of lottery. Thank you very much for your consideration. Hope it will help.

For the longest time city held on from issuing new taxi licenses despite the fact that industry requested it at many occasions. City had the stance that supply and demand will be effected. Saskatoon is a small market and cannot handle more taxis than what we have. Then came TNC time and city opened the floodgates and forgot about their previous stance. It hurt the taxi industry in many ways. On top of that as an overkill they issued enterprise plates to people. It defies any logic whatsoever, what happened to supply and demand and small little market that Saskatoon is. So I strongly suggest that if nothing else, at least stop this enterprise plate program asap. Thank you

All companies and owners blackmail their drivers. In terms of fees and taxi nets. To improve the check and balance on the drivers of the companies only 3 to 4 permanent taxi plates should be done by lottery/raffle every 4 to 5 years only for those drivers who have no plates before. Also consider this so that drivers can avoid blackmail from their employers and companies. All companies deploy their specialized employees out of town, there should be a comprehensive solution for all drivers, as all drivers have expenses, not just specialized drivers. And the taxi fare should be increased or decreased every year according to the price of essential commodities and every year according to the price of gas.

More taxi plates should be added because population is increasing and there needs more taxi. Thanks

New seasonal taxi plates should be given to drivers not to the company
Enterprise plate Shuld keep going
Where is level playing field between Uber and Taxi all taxi drivers should have class 4. A lot of my friends even didn't receive survey emails for this survey I even got from my friend
Renew enterprise plates to same driver and more Issue new plates in lottery draw. Because current enterprise drivers did good job, more plates are helpful for drivers to provide the service in the city.
Please also take care about drivers fares those are not paid
Plates should be given to driver through lottery
Good
Nice
Good
It is in my opinion that the city should take these wheelchair plates and redistribute them amongst the Taxi Brokerages based on the overall fleet size of the individual brokerages. This should have occurred immediately after a new brokerage opened and every time a new brokerage opened to make it fair.
As the current "owners" of these plates understand that the current program ends in 2024, they should also be aware that the city has the option to take those plates back and redistribute them to make the playing field more even. I feel like it should go back to the way it was prior to [a taxi broker] having all of the plates, and that the city making sure that each brokerage had a number of accessible plates equivalent to the percentage of the total plates that there are in the city.
Hello, I tried to add all of the taxi plates that I own and the program did not allow me to list all of the plates owned in numeric value.
To ensure the taxi business in Saskatoon is a viable for the future, we need to focus on what customer wants and needs are and ensuring the drivers and operators have a safe profitable work environment.
The statistics show that customer demand for accessibility transportation is increasing rapidly with our aging community. We as an industry need to address this demand by offering accessibility approved taxis. With that being said there is a major cost associated with owning and operating these vehicles in comparison to a standard taxi. The city should find a way to be able to charge the customer for the additional time and expenses associated with an access customer.

I do not agree with the temporary enterprise plates being given out going forward. It does not help the industry out at all to allow these temporary plates to operate in this environment. It was a bandaid solution which has created divide and uncertainty in the industry. We have enough of that already without the city creating a two tier system.

I believe a solution is to look at the data that the industry has provided to determine the correct amount of taxis needed going forward to meet the needs of a growing city. Any new plates on the road should be have an accessibility option in the vehicle so that vehicle can pick up all customers. The brokers should be given first access to the plates to ensure safety and training of customer service and to ensure proper safety equipment and procedures are enforced for that vehicle. When the drivers are given the full control of the taxi, there is minimal accountability for safety and procedures.

Thank you for giving me the opportunity to have a voice in this process



January 31/2024

Attn: Mark Wilson, Rey Cruz

Re: Temporary Taxi Licenses and Fees

For more than five decades, Riide has consistently prioritized the best interests of the Taxi Industry. As a longstanding leader in the field, we have collaborated with all stakeholders, striving to deliver transportation services in Saskatoon that exceed the ordinary. Our commitment to innovation was evident long before other so-called technology companies entered the scene, as we pioneered the adoption of new technologies for enhanced dispatch and taxi services. Addressing the vital need for inclusivity, we were the first to introduce wheelchair-accessible vans, catering to customers with mobility issues. Until recently, we maintained a steadfast 50-year relationship with the Saskatoon Airport. In our humble opinion, Riide remains synonymous with taxis in Saskatoon.

We express our belief that, although opinion surveys and municipal scans hold merit and value, there are numerous industry veterans with a longstanding history and substantial financial stake in the sector. The taxi industry, along with others now integrated into it, thrives due to the investments and commitment of these individuals. Our industry plays a crucial role in providing livelihoods for hundreds of families, contributing positively to their income. However, this also results in a somewhat transient workforce. We emphasize this point because, while some within the industry may hold strong opinions, they might have a brief tenure or lack the entrepreneurial spirit necessary for investment. It is this entrepreneurial spirit that ultimately drives the success of our industry.

Considering the points mentioned above, we genuinely hope that you give considerable weight to our comments and concerns as you deliberate on the creation and implementation of the regulations in question.



### **Enterprise Taxi License Program**

Consistently, our stance on Enterprise Taxi Licenses aligns. We've consistently argued against the issuance of additional Taxi Licenses until the impact of Uber on the market is thoroughly considered. Our advocacy for more licenses predates the approval of Transportation Network Companies. The city has experienced a notable decline in Taxi trips since the introduction of Uber. From our initial discussions to recent surveys, the prevailing response has remained unchanged. There is a consensus that the city does not currently need the 35 Enterprise Licenses for several compelling reasons.

The primary and conspicuous impact is the decline in taxi trips since 2019, predating Uber's presence in the market. Since the introduction of Uber, annual trips have decreased by up to 400,000. While trip volume is a significant metric, it is not the sole factor. The market entry of less regulated competitors, including Uber, has had a substantial impact on traditional taxi trips. While we lack direct data on how this affects taxi incomes, it is evident that Uber becomes more prevalent when more lucrative business opportunities arise. The COVID-19 pandemic underscored this dynamic as Uber temporarily exited the market, while Riide continued operations, albeit incurring significant costs, to fulfill the city's service needs. Unlike taxis that operate around the clock, seven days a week, others are more opportunistic, providing services only when financially advantageous.

This is an additional reason why Enterprise Licences poses challenges. These licenses are issued for individual drivers, leading to the unavailability of vehicles at all times. Since drivers choose their working hours, there are periods when these vehicles are not on the road, even when there is a demand for their services.

The substantial decrease in trips has created challenges for drivers and taxi license owners who have significant investments in the industry, making it difficult for them to sustain their livelihoods. After COVID-19 the impact has been substantial, leading to a situation where, at Riide alone, up to 40 taxi licenses were inactive. We recognize that other brokerages are facing similar challenges. In response, Riide has implemented a company car division, heavily subsidizing it

to facilitate the operation of these taxis. While this initiative has successfully brought most of them back on the road, it is an expensive undertaking with extensive costs that are not viable for the long term.





Riide has had up to 35 company cars, a number coincidentally mirroring that of the Enterprise Licenses. From our perspective, there should be a demand for these 35 company cars to be operated by individual car owners. However, the individuals who might consider operating them currently hold Enterprise Licenses. Riide is fully ready to collaborate with the existing 33 Enterprise License holders, enabling them to continue in the taxi industry with their vehicles.

### **Accessibility Demand**

In this particular area, there is a shared understanding to some extent. There is no doubt that the demand for accessible wheelchair vehicles has substantially increased, and we anticipate this trend will persist. Currently, we face challenges in meeting the existing demand, and we are confident that under the current conditions, accessibility service levels will not only persist in their inadequacy but may also deteriorate further.

Since last year, there have been prior discussions about the potential addition of 2-3 accessible taxi licenses, supported by dialog and data analysis. Another crucial aspect to take into account is that Accessible Taxis cater to both accessible and regular trips. Building upon previous considerations, we argue that there is a need for 8 to 12 accessible taxis to meet the desired service levels. Anticipating future demand for accessible services, we propose that we should aim for 15 or more accessible taxis.

The costs associated with both regular taxi vehicles and accessible vehicles have significantly increased in recent years. Specifically, the expenses related to accessible vans have surged to a point where getting one on the road now exceeds \$100,000. It is crucial to have individuals who operate Accessible Taxis who possess the desire, necessary skill set, and training for this specialized service. Successfully operating these service vehicles requires, to some extent, a unique set of qualifications. In the past, Riide has been able to provide the financial investment needed to purchase and operate Accessible Taxis. However, with the decision to transfer temporary Accessible Licenses to individuals, this is no longer a feasible option.

Issuing additional Accessible Taxi Licenses to the Taxi Brokerages is advisable, given their capability and resources to promptly acquire vehicles and activate these plates. Regarding the distribution of these licenses, historical issuance based on fleet size has been effective, and we propose maintaining this approach. Each brokerage should be granted a minimum of one license, with the remaining licenses distributed



proportionally according to their fleet size. In the event of a decision to add up to 15 Accessible Taxis in Saskatoon, Riide stands ready with the necessary resources and capability to operate all of them if necessary.

The wheelchair licenses set to expire in 2024 should undergo renewal for 7-8 years. This extended term is essential to allow for the recovery of the capital costs associated with wheelchair-accessible vehicles.

### **Proposed Fee Structure Increases**

We acknowledge the necessity to compensate for the potential revenue loss resulting from the exit of the enterprise program by incorporating additional fees into other licensing categories. Within our brokerage, we recognize the need to adapt to the evolving environment and adjust costs accordingly. Any supplementary increases should ideally be directed specifically to the Taxi License, sparing the brokerage from further impact. This is especially crucial if the enterprise program is phased out, as many drivers, or a significant portion of them, are likely to transition to a Taxi License in the future.

In summation:

- Riide is still opposed to the Enterprise Taxi License Program continuing in any form.
- We support the addition of additional wheelchair plates, distributed directly to the brokerages. With them being weighted on brokerage size.
- Wheelchair terms increased to 7 or 8 years.
- Accept the fee structure change as recommended.

Regards,

A handwritten signature in black ink, appearing to read "SS", is positioned above the typed name.

Scott Suppes  
CEO  
Riide Holdings Inc