

Additional Information – Taxi Cleaning Fee

This attachment provides information as a supplement to the June 11, 2018 report entitled Taxi Industry – Cleaning Fees that was considered at the June 19, 2018 Special Meeting of the Standing Policy Committee on Transportation.

At its June 19, 2018 Special Meeting, the Standing Policy Committee on Transportation received the Taxi Industry – Cleaning Fees report and resolved in part “that the Administration report further when the matter is before City Council to provide information from Calgary and Regina on the issue of enforcement of the cleaning fee.”

The Administration has contacted the City of Regina, the City of Calgary, and the City of Ottawa to gain understanding on the implications of their taxi cleaning fee.

The City of Regina

The City of Regina implemented a taxi cleaning fee of up to \$100 in September of 2017. The cleaning fee is communicated on tariff stickers and is charged at the discretion of each driver. The fee is a maximum and the driver may decide to charge a lesser amount. The taxi brokers manage complaints concerning the fee. The City of Regina has not had any complaints since enacting the bylaw, and does not believe that many complaints about the fee have been received by the brokerages.

The City of Calgary

The City of Calgary has implemented a taxi cleaning fee of up to \$250 in 2015. This fee is communicated on tariff stickers and is charged at the discretion of each driver. The fee is a maximum and the driver may decide to charge a lesser amount. The brokers manage complaints concerning the fee and the City of Calgary has received very few complaints since enacting the bylaw and does not believe that many complaints about the fee have been received by the brokerages. If a dispute arose the driver could choose to forgo the cleaning fee or call City Police for further handling.

City of Ottawa

The City of Ottawa implemented a taxi cleaning fee of \$50 in 2016. The taxi brokerages manage the fee and manage complaints. The City advised that the fee is rarely charged and complaints and that they do not believe that many complaints about the fee have been received by the brokerages.