



## The Corporation of the Town of Tecumseh

Legislative & Clerk Services

**To:** Mayor and Members of Council  
**From:** Jennifer Alexander, Acting Clerk  
**Date to Council:** December 13, 2022  
**Report Number:** LCS-2022-40  
**Subject:** Taxi Licensing Services

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### Recommendations

It is recommended:

**That** Report LCS-2022-40 entitled "Taxi Licensing Services," **be received;**

**And that** Council **repeal** By-Law 2003-85, thereby de-regulating taxicabs, taxicab drivers and taxicab companies within the Town of Tecumseh;

**And further that** any taxicab driver who holds a valid municipal taxi driver's licence within the City of Windsor or the County of Essex **be permitted** to service the residents of the Town of Tecumseh.

### Background

The Town has been providing Taxicab licensing since 2003. Currently, there are two taxicab companies providing service in Town - Gerry's Cab and Tecumseh Cab. Each company is owned by an individual from the same family. The Town has issued 12 taxicab plates, which are divided evenly between the two cab companies. There are 25 drivers licensed between both taxicab companies. Taxicabs are only licensed and permitted to operate and accept fares/passengers within the Town.

This service is governed by the Town's By-law 2003-85, as amended (By-law) for taxi brokers, taxi owners and drivers, and for regulating the fares to be charged. Section 5 of

the By-law outlines the application for the licence process, which includes, but is not limited to: a valid full class G Provincial motor vehicle driver's licence issued under the provisions of the *Highway Traffic Act*, a current *Highway Traffic Act* abstract identifying violations; and a current Criminal Code abstract identifying violations. The By-law also outlines the duties of a taxicab owner and driver.

Licences for owners and drivers must be filed by December 15 each year for renewal for the upcoming year. It has been the Town's best practice to issue renewal notices early to allow ample time for taxi owners and drivers to obtain the required documents for licensing.

## Comments

In May 2022, Council received the Clerk's Service Delivery Review (Review) which was conducted by WSCS Consulting. The Review examined all the Town's Licensing services including taxi licensing and the level of staff support by the Clerk's department to offer this service. The issuing of taxi licences is a discretionary business licensing activity for municipalities and not all area municipalities offer this service.

The Review highlighted that the industry has faced significant challenges through the decline in business throughout the COVID-19 pandemic along with the emergence of other ride-sharing platforms such as Uber and Lyft that have gained popularity for their on-demand convenience and the ability to negotiate lower fare prices. The Review emphasized the global situation with seeing a significant rise in the cost of operating taxicabs primarily due to rising fuel costs, commercial insurance requirements, and increased competition from ridesharing services. Administration has discussed with the two taxi companies this trend, and both have expressed similar concerns with increasing insurance rates, vehicle maintenance costs and the decline of service requests with the strong competition from ridesharing platforms which can accommodate residents' service needs.

The licensed taxi companies in the Town do not offer accessible taxicab service to meet this need in the community. While it is not a requirement for taxi companies to offer this service, the Town has encouraged the companies to meet this need through investigating provincial funding grants to assist with the costs to retrofit a vehicle. To date, residents seeking this accommodation must contact taxicab companies in surrounding municipalities. The By-law prohibits other taxicabs licensed outside the municipality to pick up fares within the Town, with an exception to accommodate accessibility needs.

Furthermore, the Review outlined the level of staff administration to offer this service. At the time of renewal for licences, staff express frustration with the parties when it comes to meeting the licence requirements outlined in the By-law. Staff spend considerable time and effort to address the specific requirements and are not always receiving the information needed to approve the licence, which delays the licensing

process and increases demands on staff time. The Review concluded that the level of effort by staff coupled with lack of cooperation from the industry in complying with the licensing requirements is not time well spent for anyone and is not a high priority service in today's market.

In an effort for the department to focus on core services, the Review recommends:

“That staff be given the direction to investigate the feasibility of a regional approach for taxi and ridesharing licensing options.”

Administration confirms that other municipalities' taxicabs operate throughout the region, including service calls initiated in the Town. While the Town has not objected to neighbouring licensed taxicabs picking up fares to meet the increased demand during holiday periods as a public safety measure, it appears that this practice now extends beyond the holidays. Staff have been advised by residents that if a taxi is not available in a timely manner, they have looked elsewhere. The market for this service has more options available today than it did when this service was first implemented in the Town. The increase in servicing options is reflective of the needs of our residents including those with accessibility needs.

In 2017, the Town of LaSalle deregulated taxi licensing services and permitted taxicabs from other municipalities to service their community, with success. The Town confirmed that LaSalle has not experienced complaints from residents because of deregulating their taxi services. Again, this is a discretionary service for the Town and the marketplace provided alternate options for residents.

It is therefore recommended that Council pass a by-law to repeal By-Law 2003-85, thereby permitting any licensed taxicab companies within the City or the County to operate in the Town.

## **Consultations**

Chief Administrative Officer  
Town of LaSalle

## **Financial Implications**

The taxi licensing annual revenues are \$4,200. The revenue can fluctuate depending on the number of licenses issued for taxi drivers. The revenues do not cover staff costs associated with the licensing process.

## Link to Strategic Priorities

Applicable	2019-22 Strategic Priorities
<input type="checkbox"/>	Make the Town of Tecumseh an even better place to live, work and invest through a shared vision for our residents and newcomers.
<input type="checkbox"/>	Ensure that Tecumseh's current and future growth is built upon the principles of sustainability and strategic decision-making.
<input type="checkbox"/>	Integrate the principles of health and wellness into all of Tecumseh's plans and priorities.
<input checked="" type="checkbox"/>	Steward the Town's "continuous improvement" approach to municipal service delivery to residents and businesses.
<input type="checkbox"/>	Demonstrate the Town's leadership role in the community by promoting good governance and community engagement, by bringing together organizations serving the Town and the region to pursue common goals.

## Communications

Not applicable ☒

Website ☐

Social Media ☐

News Release ☐

Local Newspaper ☐

This report has been reviewed by Senior Administration as indicated below and recommended for submission by the Chief Administrative Officer.

Prepared by:

Jennifer Alexander, MPA  
Deputy Clerk & Manager Legislative Services

Recommended by:

Margaret Misek-Evans, MCIP, RPP  
Chief Administrative Officer

<b>Attachment Number</b>	<b>Attachment Name</b>
None	None