



Region of Waterloo

# "In Search of Good Public Policy" The Sharing Economy – Taxi Regulation

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Region of Waterloo

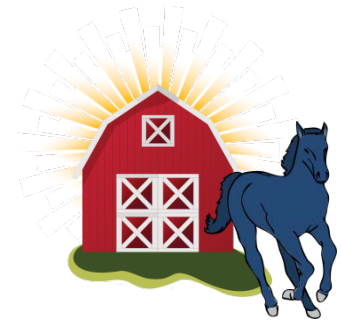
## The Region of Waterloo

- Population 568,500 (including students)
- 88 % of residents live in cities
- 12 % live in townships
- Percentage of immigrants - 23 %
- Percentage of people living in poverty – 11%



# Are you an Upstart from the Hinterland?

- \* Authority to undertake the task
  - \* Permissive (Municipal Act)
  - \* What should be regulated, why should it be regulated and how it should be regulated.
- \* All groups deal with change differently.
- \* Do you want to lead/bleed ?
- \* Value of innovation
- \* What does your community think, has there already been a shift?





# Game Changers

- \* Global economy – the sharing economy
- \* Technology advances – hand held devices are Millennials' pencils
- \* The face of transportation is also changing. Rail service, public transit, carpooling.
- \* Generally the public isn't always aware we are looking after their best interests.
- \* We have existing concerns with our taxi industry, Uber was the catalyst for change.
- \* Can't chase Uber forever - Regulate



# A Ride is a ride, is a ride!



- \* Strategy to focus on passenger safety and consumer protection
  - \* Is it your mandate to protect taxi drivers?
  - \* Is it your mandate to regulate competition? Limits on plates, licenses and other things.
- \* What ensures passenger safety? – how do rides differ
  - \* R of W "good driver + good car = safe passenger"
- \* What is consumer protection – finding the balance between personal choice and safety

# Region of Waterloo Approach

- \* Draft by-law - August 2015
- \* Public Engagement on the draft by-law
  - \* Survey, public information centers, stakeholders meetings
  - \* Do you need a 3<sup>rd</sup> party researcher or other support? Undertake your own research – what have others done?
- \* Take a pause when you need one
- \* Development of 7 policy questions. Released in March and discussed by Committee April 2016
- \* Public Engagement - March 2016
  - \* public meetings and survey
- \* Detailed regulation, stakeholder meetings. – June 2016
- \* Finalization of outstanding issues – August 2016



# Policy Questions & Detailed Regulation

1. The devil is in the details
2. Controlling issues not in your jurisdiction  
– Revenue Canada Rules, Insurance Rules
3. Making rules when the rules aren't very clear
4. Lack of new case law or outdated case law
5. Review, Review, Review – We don't know how things will actually work



# Short Comings in Existing Legislative Framework

- \* Region of Waterloo has very prescriptive legislative , not like single tier or even lower tier municipalities – Municipal Act Review.
- \* Transportation has been a major focus at the Provincial Government - public transit, rail, bus, last km trips.
- \* Changes required to Provincial legislation
  - \* Public Vehicles Act/Highway Traffic Act – municipal boundaries, type of vehicle regulated, enforcement
  - \* Municipal Act - recognizing licenses from other jurisdictions, different forms of revenue generation.
  - \* AODA regulations – affixing the plate on the back bumper, no recognition for fees in lieu of accessible service.





# Lessons Learned

- \* Boldly go where no one has gone before!
- \* This is an experiment - Nobody really knows how this is going to work out
- \* Brake your process into manageable steps – pause when necessary
- \* Read, read, read and have conversations with others
- \* Plan public engagement – technology helps to present another point of view
- \* Statistically valid survey may be worth the time/money
- \* Conduct follow up studies





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# Questions

