

**Council Meeting Number 07-2021
Addendum
Tuesday, March 2, 2021**

Delegations

The consent of Council is requested for the **withdrawal of Delegation Number 1.**

1. Michael O'Connor will appear before Council to speak to Clause 2 of Report Number 29: Received from the Chief Administrative Officer (Recommend) with respect to Taxi Commission and Ride Share Regulation Harmonization.

Reports

Report Number 29: Received from the Chief Administrative Officer (Recommend)

The consent of Council is requested for the **amendment** of paragraph 3 of Clause 3.

3. **Integrated Care Hub Extension and Social Services Relief Fund Phase 2 Holdback**

That Council approve an extension of the lease at 661 Montreal Street until December 31, 2021 for the purpose of operating the Integrated Care Hub and the Consumption Treatment Services in partnership with HIV/AIDS Regional Services and Kingston Community Health Centres respectively; and

That Council approve the following measures and funding allocations to support the lease costs and operations of the Integrated Care Hub until December 31, 2021:

- Allocation of the \$457,700 remaining in the Social Services Relief Fund Phase 2 Holdback;
- Allocation of any future phases of the Social Services Relief Fund;
- Contributions from community partners, including but not limited to United Way KFL&A, Kingston Community Health Centres and HIV/AIDS Regional Services;
- Contribution of up to \$1.1M from the Social Services Stabilization Reserve, as required; and

That the Mayor and Clerk be authorized to execute a lease agreement with **BPE-1880561 Ontario Inc.** and a sub-lease with Kingston Community Health Centres until December 31, 2021 for the occupancy of 661 Montreal Street, in a form acceptable to the Director of Legal Services; and

That the Mayor and Clerk be authorized to extend and amend the Service Agreement between the City of Kingston and HIV/AIDS Regional Services to operate and deliver services provided at the Integrated Care Hub, in a form acceptable to the Director of Legal Services.

Note: Changes are noted in bold.

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Communications

The consent of Council is requested for the **addition** of Communications Number 07-323.

07-323 Memorandum received from Uber with respect to Report 21-078: Taxi Commission and Ride Share Regulation Harmonization, dated March 1, 2021.

(Distributed to all Members of Council March 1, 2021)

(Attached to Addendum as schedule pages 1-4)

**MEMORANDUM**

TO: Kingston City Council

SUBJECT: Report 21-078: Taxi Commission and Ride Share Regulation Harmonization

DATE: March 1, 2021

Introduction

Since 2015, residents of Kingston have been able to access an additional flexible earning opportunity at the click of a button and a safe and reliable ride to and from the grocery store or a doctor's appointment. Residents of Kingston have used the Uber platform to help pay for a down payment on a new house, support their child's university education, or save a bit extra for retirement.

Over the past six years, Uber has welcomed the opportunity to help people get around Kingston, particularly late at night and during the pre-pandemic university term when we saw the highest demand.

Uber strongly supports the recommendation by the Chief Administrative Officer in Report 21-078 to “to undertake industry and community consultations in order to prepare an updated system of draft by-laws and any other related documents regulating the taxi and ride share industries”. We believe that this approach will create a long-term solution that ensures safe, reliable and timely transportation options are available to residents of Kingston.

This note provides our feedback on Report 21-078, outlines how Uber has responded to the COVID-19 pandemic, and details the safety and sustainability features of our platform.

Taxi Commission and Ride Share Regulation Harmonization

Report 21-078 recommends a process through which Kingston and Loyalist would develop and implement new by-laws to regulate ridesharing programs. This is a sensible approach for a number of reasons, including:

- **Clarifies roles and responsibilities** - through this process, the Kingston and Area Taxi Licensing Commission (KALTTC) would retain its statutory authority to license, regulate and govern the owners and drivers of taxicabs. Ridesharing companies would be regulated by municipal bylaws in a manner consistent with other municipalities across Ontario as outlined in the report.
- **Creates a stronger accountability structure** - as described in the report, municipalities across Ontario have passed sensible ridesharing regulations that ensure public safety

while providing additional transportation options to their residents. By passing ridesharing regulations, municipalities are able to oversee the activities of ridesharing companies and hold them to account if regulations are not being followed.

- **Ensures long-term transportation options** - by passing municipal ridesharing regulations, Kingston and Loyalist can ensure that safe, affordable and reliable transportation will be available as a long-term transportation option across the region.

The process outlined in the report is aligned with processes that Uber has participated in in other jurisdictions and we look forward to sharing more about our service in the weeks and months to come.

COVID-19 Response

Since the beginning of the COVID-19 pandemic, Uber has worked hard to ensure that our platform is safe for drivers and riders.

Some of the safety steps we have taken include:

- **“No Mask, No Ride”** - Medical experts agree, wearing a mask can help slow the spread of COVID-19. That's why we require everyone to wear a mask or face cover when using Uber, developed new technology to verify riders and drivers are wearing one, and removed access to more than a thousand riders who were repeatedly reported to have violated Uber's mask policy.
- **Distributing PPE** - To date, Uber has allocated \$50 million to purchase health and safety supplies for drivers. In Canada, over 1.9m units of health and safety supplies have been provided to drivers and delivery people free of charge. Drivers and delivery people can request supplies directly in the app.
- **Support for drivers** - Any driver or delivery person who is diagnosed with COVID-19 or is individually asked to self-isolate by a public health authority has received financial assistance for up to 14 days while their account is on hold.

Uber's Commitment to Safety

Beyond the robust background checks we perform on drivers, Uber invests in numerous policies, processes, and partnerships, and leverages the most advanced safety technology available to help keep riders and drivers safe across the country.

Key safety features include:

- **In-App Safety Toolkit:** Passengers have immediate access to the Uber app's safety features all in one place, including the ability to share your trip status with friends and family in real time, 24/7 incident support, and an emergency assistance button to call to get help if you need it. The app displays your location and trip details, so you can quickly share them with the emergency dispatcher.
- **Engagement with Law Enforcement:** Uber works very closely with law enforcement.

We have an online portal just for law enforcement inquiries where law enforcement can put in data and information requests from Uber. Uber also has a Law Enforcement Operations team that works on the ground with local law enforcement. Unlike many other urban transportation options, TNCs maintains detailed records of every trip including the identities of drivers and riders. These records are always kept secure and private, but are available when law enforcement has a legitimate need to access them.

- **RideCheck:** By using sensors and GPS data, RideCheck can help detect if a trip goes unusually off-course or if a possible crash has occurred. If the app alerts Uber to anything out of the ordinary, we'll reach out to provide riders with the tools to get help.
- **Real-time ID Check:** Uber utilizes facial recognition software to randomly require drivers to take a "selfie" to ensure that the correct driver is accessing the account.
- **Commitment to Women's Safety:** Uber actively partners with leading sexual assault and domestic violence partners around the world to ensure those fleeing gender-based violence can access safe transportation. In Canada, Uber works with organizations such as YWCA Canada and the Canadian Centre to End Human Trafficking to help keep people safe and end gender-based crimes in our country.

While these represent some of our key safety features at the moment, we are constantly working to improve the safety of our platform, leveraging technology wherever possible.

Uber's Commitment to Sustainability

Covid-19 has had many harmful effects, but one of the silver linings has been a temporary reduction in carbon emissions, causing pollution to fall and wildlife to return. Instead of going back to business as usual, Uber is taking this unique moment as an opportunity to reduce our environmental impact and become a stronger partner in the fight against climate change.

It's our responsibility as the largest mobility platform in the world to more aggressively tackle this challenge. We want to do our part to drive a green recovery in our cities.

That's why we have announced 4 key actions to drive Uber's transition to zero-emissions mobility in major cities by 2030 and globally by 2040:

- **Riders:** Expanding Uber Green to provide hybrid and EV options for riders around the world, including in Kingston
- **Drivers:** Committing \$800 million in resources to help hundreds of thousands of drivers transition to EVs by 2025
- **Platform:** Investing in our multimodal network to provide sustainable alternatives to personal cars
- **Transparency:** Being accountable to the public along the way, including reporting on our current environmental impact to drive improvement.



As part of our work to provide sustainable alternatives to personal car ownership, in cities across the world such as Innisfil, Ontario, Uber is working with municipalities to integrate with transit systems to bring on-demand transportation options to more rural communities that are often underserved by traditional transit options.

Conclusion

Uber looks forward to working with the City of Kingston, Loyalist Township and the KALTC to find a permanent solution that ensures safe, reliable transportation options are available across the region to those who need it. We would also be happy to make a presentation to an upcoming meeting of Council to discuss any of these points further. I can be reached at jake.brockman@uber.com at any time - I look forward to meeting with you.

CITY COUNCIL MEETING OF:

March 2, 2021

**COMMUNICATION
No: 07-323**