

Ride Sharing Public Opinion Survey

Q1 Please identify the method of ground transportation that you use in the City of Greater Sudbury and how frequently you use it. For statistical purposes, please provide a response for each row.

Answered: 758 Skipped: 0

	Daily	Weekly	Monthly	Occasionally	Never	Total	Weighted Average
Personal Vehicle	78.10% 592	7.92% 60	0.53% 4	2.51% 19	10.95% 83	758	1.60
Greater Sudbury Transit	6.60% 50	7.26% 55	3.43% 26	25.86% 196	56.86% 431	758	4.19
Locally Licensed Taxi	1.06% 8	9.50% 72	19.39% 147	56.46% 428	13.59% 103	758	3.72
Locally Licensed Limousine	0.00% 0	0.13% 1	0.66% 5	13.72% 104	85.49% 648	758	4.85
Greater Sudbury Handi-Transit (for persons with disabilities)	0.26% 2	0.92% 7	1.06% 8	2.77% 21	94.99% 720	758	4.91
Rideshare/Carpool (as a passenger in someone else's personal vehicle)	4.22% 32	14.64% 111	12.66% 96	27.97% 212	40.50% 307	758	3.86
Kijiji, Facebook, Social Media or other internet rideshare services	1.58% 12	1.58% 12	3.43% 26	9.63% 73	83.77% 635	758	4.72
Uber/Hailo or other app-based service	1.72% 13	4.49% 34	7.26% 55	14.78% 112	71.77% 544	758	4.50

#	Other (please specify) or General Comments. This field does not require an answer if it is not applicable.	Date
1	I would use Uber but last time I checked the app there where no drivers in Sudbury yet.	1/22/2016 11:38 AM
2	Commute via bike daily	1/22/2016 8:57 AM
3	I have never used Uber in Sudbury because I did not know it was available yet.	1/22/2016 7:26 AM
4	When travelling out of town, I always use Uber when I can.	1/22/2016 7:03 AM
5	Uber isn't available therefore not used	1/22/2016 1:22 AM
6	Uber is not available.	1/22/2016 12:10 AM
7	I drive because public transit routes do not offer schedules that run frequently enough to be convenient	1/21/2016 7:01 PM
8	Dowling isn't greatly accesable in a timely manner to take a bus and to take a taxi into town would coat over a 100, not reasonable at all	1/21/2016 6:59 PM
9	i think uber is a bad idea. i dont want to get in a car with someone i dont know, at least with the taxi they are from a company that does background checks	1/21/2016 4:26 PM
10	Bicycle, and pedestrian power.	1/21/2016 4:24 PM
11	Walking when weather is good.	1/21/2016 4:00 PM
12	Would use Uber but it is not provided yet	1/21/2016 2:52 PM
13	Please!!!! No Umber taxis service now or ever. I want to feel safe knowing that the person taking me or my daughters some place i.e. the air port can be trusted and also the vehicle is safe.. Having qualified, licensed, drivers working out of a Sudbury taxi business is the ONLY way to go. Please ignore any umber co. posting jobs and looking for drivers.My daughter and I have to go to Toronto in a month and I am really nervous about calling a taxi. Yet, we have to use this form of transportation.	1/21/2016 2:34 PM

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14	Uber isn't here... so I can't use it... not a very good question there.....	1/21/2016 1:52 PM
15	Taxi drivers are not concerned with the safety of their passengers.	1/21/2016 12:07 PM
16	how can i use uber if its not here yet?????	1/21/2016 11:10 AM
17	I have to drive every day because no viable alternative exists.. yet.	1/21/2016 9:47 AM
18	It is impossible to find a safe way home after the bar on the weekend. Bringing Uber to Sudbury will fix the drinking and driving problem and ensure young adults will not be abused on their way home.	1/20/2016 11:38 PM
19	I haven't used Uber because it isn't available in Sudbury. If it was available I would use it..	1/20/2016 11:12 PM
20	Used uber in san diego in december ,loved it	1/20/2016 11:02 PM
21	As a student, carpooling and taking the bus are my personal modes of transit daily	1/20/2016 10:34 PM
22	Don't use Uber here as it is not available.	1/20/2016 6:55 PM
23	I've never used Uber because I was not in a location that it was in service.	1/20/2016 3:20 PM
24	Uber is currently unavailable in the city, so not sure why that question is on there. I used Uber religiously while I was living in Boston.	1/20/2016 11:00 AM
25	Can't use Uber since it isn't available in Sudbury yet.	1/20/2016 10:44 AM
26	I have used Uber approximately 20 times, in other cities.	1/20/2016 9:49 AM
27	I use Uber when I'm out of town	1/20/2016 8:53 AM
28	I curenly enjoy my morning commute with my local Taxi service drivers are clean and cars are smoke free	1/20/2016 7:58 AM
29	Do bikes count? Monthly in the summer. How about walking? Daily in the summer.	1/20/2016 1:22 AM
30	I never use Uber because I have not had the opportunity to do so yet, but would welcome it as Taxi's in Sudbury are sometimes very hard to come by.	1/19/2016 8:20 PM
31	I would use über etc if it was available , taxi service is very expensive her in sudbury. We don't go out because if we don't have a driver it's 80 \$ from sudbury to the valley.	1/19/2016 7:27 PM
32	We don't need UBER. We support lockal txies in Sudbury	1/19/2016 2:35 PM
33	Public transit isn't reliable or convenient. Rarely have taken it since university. Uber isn't available in Sudbury so how can we identify how much we've been using it??	1/19/2016 10:16 AM
34	use taxi 3 times per week	1/19/2016 8:03 AM
35	The reason why I don't use any taxi service in the city is because of the rates and where I live. It's about a \$30 can ride from my house to downtown. If we had über in Sudbury I would likely use it weekly.	1/18/2016 8:30 PM
36	How is it possible to answer anything but "Never" for Uber/Halio in Sudbury?	1/18/2016 8:11 PM
37	Uber/Hailo or other app-based services are not a current option or I would use them	1/18/2016 8:02 PM
38	No app based service insidbury yet	1/18/2016 7:55 PM
39	Bicycle	1/18/2016 5:09 PM
40	Walking, biking	1/18/2016 1:31 PM
41	Uber is not available in Sudbury.	1/16/2016 2:14 PM
42	I usually call a guy that drives an unlicensed taxi when I'm going out.	1/15/2016 9:10 PM
43	if they start here I will use Uber.	1/15/2016 1:06 PM
44	walk, because transit here is a nightmare, and sometimes i cannot afford cab rides.	1/15/2016 11:52 AM
45	Also use Rednose when available during holidays.	1/14/2016 2:32 PM
46	Ground transportation? I walk often. Pretty sure that counts?	1/14/2016 1:49 PM
47	If uber was available i would look at the cost vs a cab	1/14/2016 12:38 PM
48	Uber is not here yet so it doesn't make sense to have it above as a question	1/14/2016 11:29 AM
49	Wheelchair accessible taxi	1/14/2016 11:07 AM
50	Have used Uber while on vacation or business in other cities, primarily in Toronto and U.S.	1/14/2016 11:05 AM

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51	Uber not currently available in Sudbury, but have used it in other cities occasionally and would use it here if it was available.	1/14/2016 9:48 AM
52	Is Uber even in Sudbury yet?	1/14/2016 9:41 AM
53	We wish Uber was in Sudbury. Getting a taxi is next to impossible. I've been refused pick-up (from Long Lake several times).	1/13/2016 9:44 PM
54	Biking, walking	1/13/2016 8:39 PM
55	Yes to uber	1/13/2016 7:38 PM
56	Transcab when available	1/13/2016 7:10 PM
57	I use Uber when I'm in other cities.	1/13/2016 7:02 PM
58	Transit system sucks out in the valley, won't use it, actually it's pretty bad all over Sudbury, oh how I miss how organized calgary is...	1/13/2016 5:49 PM
59	If Uber was available here, i'd use it all the time! I use it exclusively in toronto.	1/13/2016 5:34 PM
60	Local Licensed Taxi Prices are way to much for the fuel price comparision nowadays!	1/13/2016 4:13 PM
61	we live in a free country! i can open a business that sells ice to eskimos if i want yet you need to tell me how to call a taxi!	1/13/2016 3:24 PM
62	carpool is a non payed ride between friends or coworkers	1/13/2016 2:36 PM
63	The ride share companies aren't available in Sudbury. But I use Uber in Toronto all the time.	1/13/2016 2:15 PM
64	walking, cycling	1/13/2016 1:41 PM
65	Dick	1/13/2016 12:48 PM
66	walking / cycling - Daily. Car Rental - Monthly.	1/13/2016 12:05 PM
67	Cycling, walking.	1/13/2016 11:27 AM
68	It is impossible to get a taxi Friday and Saturday nights after 2 am from the downtown area. It becomes a deterrent to visit the downtown on Fri and Sat night, especially during the winter. Regular waiting period is an hour to and hour and a half outside on the streets for a taxi. Downtown establishments would be better attended if there were available taxis at reasonable waiting times.	1/13/2016 10:14 AM
69	Open up taxi/limo services to and from airport. Present providers are gougers.	1/13/2016 9:59 AM
70	Walking, biking	1/13/2016 9:30 AM
71	Taxis cost too much in the city to use frequently, and during the holiday season Operation Red Nose is available. Uber or a similar service would get more people out in the city, because they would know they have a more affordable option.	1/13/2016 9:13 AM
72	I have used Uber in Toronto and my son uses it daily, it is GREAT!!! NO ISSUES!!! BETTER THAN CABS	1/13/2016 8:47 AM
73	what safety measures are in place for Uber drivers? Insurance?	1/13/2016 8:04 AM
74	Have used UBER in other cities and would absolutely use it here locally.	1/13/2016 7:17 AM
75	Have used taxis/buses in the past, very rarely	1/13/2016 7:06 AM
76	It would be nice not to wait an hour for a taxi. Would cut down on drunk driving if the services were reliable.	1/13/2016 6:57 AM
77	there is no taxi service in valley east since the airport taxi's switch, now it's almost impossible to get a cab at night.	1/13/2016 6:37 AM
78	My wife and I walk to stores, work, etc. every day of the week.	1/13/2016 6:14 AM
79	Uber not yet available	1/13/2016 5:08 AM
80	I use Uber when i travel and never use a Taxi because their service is awful and will soon be a thing of the past.	1/13/2016 12:47 AM
81	Sudbury transit does not provide adequete service to get me to school. I hve to take 3 busses and take a 2 hour ride to arrive at the university from my place of residence. A student bus pass for myself and my boyfriend costs nearly the same as my car insurance. Not worth taking the bus due to the lack of reliable, affordable service.	1/13/2016 12:39 AM
82	Would use Uber if available.	1/12/2016 10:18 PM
83	haven't used Uber but will	1/12/2016 8:20 PM
84	Wasn't aware uber was in Sudbury yet	1/12/2016 7:31 PM

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85	As a resident of a township 4(mi. Away from the city's core we cannot afford the taxi fares in the city. They also will take sometimes hours to pick us up, we need uber!	1/12/2016 7:18 PM
86	Since we often share the vehicle, I sometimes find myself needing to find alternative transportation.	1/12/2016 7:09 PM
87	I would like to see uber in our city!	1/12/2016 7:02 PM
88	Bicycle	1/12/2016 6:16 PM
89	Uber would be great !! I would use it	1/12/2016 5:28 PM
90	Bike should of been on the list	1/12/2016 5:12 PM
91	Use Uber when outside of Sudbury	1/12/2016 4:27 PM
92	We live in a free world, let the consumer decide and give us the choice. Transit is terrible in the outlying areas of Sudbury	1/12/2016 4:16 PM
93	bicycle	1/12/2016 4:08 PM
94	Walking and cycling - daily.	1/12/2016 4:05 PM
95	is Uber or Hailo even offered in Sudbury?	1/12/2016 3:41 PM
96	Walking, cycling	1/12/2016 3:27 PM
97	Uber is not operating out of Sudbury yet. Should they start, I would use that service.	1/12/2016 3:22 PM

Q2 What things are most important to you when making a decision whether or not to use a paid driver service (e.g. licensed taxi or technology-based company)? Check all that apply.

Answered: 758 Skipped: 0

	Very Important	Somewhat Important	Not Important	Total Respondents
Convenience	86.97% 654	12.10% 91	1.06% 8	752
Response Time	87.40% 659	11.94% 90	0.80% 6	754
Cost	81.27% 612	16.87% 127	2.39% 18	753
Driver Courtesy and Knowledge	62.03% 464	35.96% 269	3.48% 26	748
Vehicle/Driver Safety	77.54% 580	20.86% 156	2.54% 19	748
Payment Method	60.43% 452	31.42% 235	8.82% 66	748
Ability to Meet Special Needs	18.65% 135	25.97% 188	57.18% 414	724

#	Other (please specify) or General Comments.	Date
1	attitude and call time of call office for taxi	1/24/2016 3:11 PM
2	App availability - click and have a ride on the way	1/22/2016 7:26 AM
3	i find taxi's are fast, ill wait 10-15 mins. The only time it becomes an issue is bar closing time if your downtown. but adding uber into the mix wont help at all really, taxi companies take names also. so thats not a valid reason to bring uber	1/21/2016 4:26 PM
4	It's a ride, it needs to be reasonably priced and somewhat convenient. I find it funny that your next question still thinks there's a big difference between weekdays and weekends (ya know, convenience.)	1/21/2016 4:24 PM
5	Knowing the service is governed or regulated for cost and safety is key. ie Some taxi companies I will not use as I have had bad experiences with overly creepy drivers.	1/21/2016 4:00 PM
6	Certification, which assures a certain standard in service and safety and recourse.	1/21/2016 3:43 PM
7	Reliability is also key. Taxis in Sudbury don't come which put people at risk of hypothermia or assault trying to walk home.	1/21/2016 9:47 AM
8	Overall experience of ride	1/21/2016 8:28 AM
9	Availability! We cannot get Taxi's after the bar!	1/21/2016 6:48 AM
10	My safety is very important to me, and waiting for an hour in the freezing cold is not something I look forward to on a weekly basis.	1/20/2016 11:38 PM
11	Reliability. A taxi once stood us up in -25 degree weather and we almost froze to death. I avoid taking taxis in Sudbury.	1/20/2016 6:37 PM
12	#1 is response time	1/20/2016 11:40 AM
13	Taxi cabs are much too expensive for the service provided	1/20/2016 11:19 AM
14	MECHANICAL CONDITION & CLEANLINESS OF TAXI VEHICLES	1/20/2016 10:41 AM
15	I enjoy the choice of paying one of 3 ways with my local cab company	1/20/2016 7:58 AM

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16	The only time I use a taxi is when ive been drinking and the response time is brutal.	1/20/2016 7:36 AM
17	Knowing the driver/company is properly insured. Knowing drivers are interviewed/vetted to ensure safety of riders (from a driving skills perspective and to make sure you don't have a nut job driver)	1/19/2016 8:26 PM
18	There are not enough cabs in the area, and I believe it's because they don't make money , after a major event , cabs seem to few and a long wait.	1/19/2016 7:27 PM
19	Availability! The city is too large geographically to not have OPTIONS to get home late at nigt	1/19/2016 6:16 PM
20	Local texies are capable to do that.	1/19/2016 2:35 PM
21	Cost is paramount. Live in Capreol, cost of taxi service to/from downtown core is prohibitive.	1/19/2016 10:47 AM
22	Cost for taxi service in Sudbury is astonishing! Competition, from Uber, for example, can make taxi prices more competitive and reasonable. A 5 minute drive could cost you up to \$20 for taxi...unreal...	1/19/2016 10:16 AM
23	bus route not near my home work later at night no bus service must take taxi	1/19/2016 8:03 AM
24	Taxi's in Sudbury are generally extremely dirty vehicles. The drivers tend to not care about whether or not the temperature in the vehicle is comfortable for their riders, they don't ask what kind of music you want to listen to. Uber drivers are always dressed nicely, some even wear a sports jacket or even a suit and tie. The first thing they ask you is how the temperature in the car is and what kind of music you want to listen to. You schedule your pick up through and app and you pay through the app which is extremely convenient for areas that don't have wifi which interferes with their debit/ visa machines being able to work.	1/18/2016 8:30 PM
25	Cleanliness of the car	1/18/2016 5:09 PM
26	Insurance protection	1/18/2016 5:05 PM
27	Über taxis would be more so useful for people living in the outskirts.	1/15/2016 10:48 PM
28	It is very important that a paid driver be insured and have a criminal check.	1/14/2016 8:16 PM
29	availability of safe carseats	1/14/2016 6:52 PM
30	Tired of shady looking cab drivers and vehicles that are unkempt. There are some good ones; but hard to come by.	1/14/2016 2:32 PM
31	Past Experience	1/14/2016 12:59 PM
32	Responses would differ depending upon circumstances of travel (ie business vs. pleasure)	1/14/2016 11:05 AM
33	The amount of time it takes to get from pick up to your destination is very important.	1/13/2016 6:28 PM
34	Availability	1/13/2016 6:17 PM
35	It's all about the price, if I want to go from ValCaron to the Hanmer mall to do some groceries it costs me about 25\$ there and back 30 with tips, its about a dollars worth of gas...	1/13/2016 5:49 PM
36	Accountability. Wait time.	1/13/2016 5:10 PM
37	there is not many courteous taxi drivers in sudbury!	1/13/2016 3:24 PM
38	personal safety to myself...if I use a social media based service...CAN I TRUST THE DRIVER????	1/13/2016 2:52 PM
39	all taxi drivers should be licensed and insured for passengers	1/13/2016 2:33 PM
40	Have used Uber in other cities and it is fantastic, Sudbury should be moving this way.	1/13/2016 12:53 PM
41	Dick	1/13/2016 12:48 PM
42	Most important is being able to use Uber instead of a Taxi	1/13/2016 11:46 AM
43	Phone Based App	1/13/2016 11:28 AM
44	Vehicle condition...ie: clean,	1/13/2016 9:15 AM
45	UBER HAS ALL THAT	1/13/2016 8:47 AM
46	Regulation and licensing is Very Important to me!!!	1/13/2016 8:10 AM
47	Uber Wheel Chair accessible? Offer child car seat service like City Taxi?	1/13/2016 8:04 AM
48	Accessibility and availability	1/13/2016 7:15 AM
49	when i call , i don't want to get an answering machine.	1/13/2016 6:37 AM
50	I only use app based ride sharing or taxi services because this is the future.	1/13/2016 12:47 AM

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51	sick and tired of crappy services in valley east!!	1/12/2016 11:47 PM
52	Uber is NOT safe. I want a professional not some person who isn't regulated. No to Uber!!	1/12/2016 10:27 PM
53	Cleanliness and hygiene. Odour (lack thereof).	1/12/2016 9:07 PM
54	I have no special needs	1/12/2016 8:14 PM
55	Clean vehicle	1/12/2016 7:17 PM
56	No smoke odours in the cab from driver parked smoking with window open!	1/12/2016 7:09 PM
57	reliability and accountability	1/12/2016 6:58 PM
58	Long wait times and driver incompetence are factors in not taking taxis in Sudbury.	1/12/2016 5:40 PM
59	Police should be stopping speeding taxis, and when found to be breaking other traffic laws - my safety is in the hands of these cowboys/cowgirls	1/12/2016 4:23 PM
60	if i cant rush getting ready to be in time to run to the sole hourly bus...or...if the location is not serviced by a nearby bus stop (2000 metres)	1/12/2016 4:08 PM
61	Insurance	1/12/2016 4:01 PM
62	Clean	1/12/2016 3:27 PM
63	n.a.	1/12/2016 3:02 PM
64	The drivers history ie. no criminal record PERIOD	1/12/2016 2:25 PM

Q3 Are there certain times of the day when you find it difficult or challenging to access ground transportation? Please check all times that apply. For statistical purposes, please provide a response for each row.

Answered: 758 Skipped: 0

	6 a.m. to 10 a.m.	10 a.m. to 3 p.m.	3 p.m. to 7 p.m.	7 p.m. to Midnight	Midnight to 6 a.m.	N/A	Total Respondents
Weekdays (Monday to Friday)	16.75% 127	7.12% 54	13.59% 103	25.73% 195	43.01% 326	42.88% 325	758
Weekends (Saturday and Sunday)	15.57% 118	10.16% 77	11.08% 84	38.79% 294	66.75% 506	27.70% 210	758

Q4 Do you have special needs for ground transportation? Please check all that apply. For statistical purposes, please provide at least one response.

Answered: 758 Skipped: 0

Answer Choices	Responses
I use a mobility aid.	1.98% 15
I have a visual impairment.	0.53% 4
I travel with a service animal.	0.53% 4
I travel with small children/infants.	6.86% 52
I require assistance with communication when travelling.	0.40% 3
I sometimes travel with big or bulky items.	13.32% 101
I sometimes travel with a companion animal.	3.43% 26
I do not have any special needs.	81.27% 616
Other (please specify) or General Comments.	4.09% 31
Total Respondents: 758	

#	Other (please specify) or General Comments.	Date
1	I travel with my Mother who has a walker	1/28/2016 1:56 PM
2	i sometimes travel with a person with mental disability	1/21/2016 4:26 PM
3	Buses can't get me to work on time. Life doesn't stop on Sundays, but it sure is hampered. Everyone needs groceries at some point.	1/21/2016 4:24 PM
4	mobility issues, most transit drivers are courteous, some are disgustingly ignorant	1/21/2016 4:13 PM
5	I have a disabled parent I accompany	1/21/2016 3:09 PM
6	I do have a car, but don't use it that much, especially in the winter. I do call a taxi expecially for trips to the other side of the city and out to the airport. My daughters use the taxi a lot when needing rides to the airport and back.	1/21/2016 2:34 PM
7	I have a large family cabs in town cannot accommodate me...unless I pay for 2 cabs...ya right!!	1/20/2016 11:40 AM
8	SPOUSE HAS LIMITED MOBILITY	1/20/2016 10:41 AM
9	drinking	1/20/2016 9:42 AM
10	I use a cane and compact cars are hard for me to enter and exit	1/19/2016 7:53 PM
11	I don't like to wait in the inclement weather for a ride, nor wait for a taxi	1/18/2016 4:44 PM
12	Too many turns Triggers Nausea	1/15/2016 10:48 PM
13	when Handi-Transit sends Aaron Taxi I ned to be able to sit in the front seat due to my disability makiong it difficult to get in& out of the backseat especially a van	1/15/2016 4:13 PM
14	travelling with children isn't necessarily the problem, but the time it would take for a bus from daycare to home is the issue.	1/15/2016 9:46 AM
15	Require service to areas outside of GS Transit and cost prohibitive by taxi.	1/14/2016 4:36 PM
16	I require assistance of and travel with a companion	1/14/2016 11:07 AM
17	Help with the groceries. Some taxi drivers don't get out of their vehicle to help you out!	1/13/2016 4:13 PM
18	no needs	1/13/2016 3:24 PM

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19	Going out drinking, so not to drink n drive	1/13/2016 1:30 PM
20	Dick	1/13/2016 12:48 PM
21	Only in personal vehicle - not in cabs	1/13/2016 10:28 AM
22	Handi transit is not very handi you schedule a time and it gets changed by Handi Transit to accomodate their schedule not yours.	1/13/2016 10:11 AM
23	Comment	1/13/2016 9:40 AM
24	Fixed Income limits how much I can spend on ground transportation	1/13/2016 8:10 AM
25	cash, debit, credit, and charge account services available.	1/13/2016 8:04 AM
26	I need a cab to actually come when I call it	1/13/2016 6:57 AM
27	I live in garson	1/12/2016 9:33 PM
28	Luggage and snowboard to the airport.	1/12/2016 8:51 PM
29	Physical Disability - not yet requiring mobility aids	1/12/2016 7:34 PM
30	I need to use a portable oxygen unit. The nearest bus stop is too far to walk as I can / should only walk a short distance. Your stop is at least 10 minute walk if road is clear of snow etc	1/12/2016 4:16 PM
31	low energy and strength.	1/12/2016 4:08 PM

Q5 If you have special needs for ground transportation, do you regularly encounter challenges accessing appropriate transportation services?

Answered: 758 Skipped: 0

Answer Choices	Responses	
Yes	7.65%	58
No	9.50%	72
Not Applicable (I do not have any special needs.)	82.85%	628
Total		758

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Q6 Have you used a licensed taxi or limousine service in the City of Greater Sudbury over the past year? If yes, please rate your level of satisfaction.

Answered: 758 Skipped: 0

	Excellent	Good	Average	Fair	Poor	N/A	Total	Weighted Average
Geographic area served.	14.52% 105	29.60% 214	19.78% 143	7.75% 56	16.87% 122	11.48% 83	723	2.81
Timeliness of arrival for pick-up (Response Time)	10.12% 73	13.73% 99	15.67% 113	15.40% 111	34.81% 251	10.26% 74	721	3.57
Cost	4.56% 33	7.47% 54	15.63% 113	17.43% 126	44.67% 323	10.24% 74	723	4.00
Driver Knowledge	12.76% 92	26.35% 190	24.97% 180	15.12% 109	8.46% 61	12.34% 89	721	2.77
Driver Courtesy	14.72% 106	22.50% 162	24.44% 176	15.97% 115	12.22% 88	10.14% 73	720	2.87
Condition of the interior of the vehicle	10.07% 73	21.10% 153	23.86% 173	18.76% 136	15.45% 112	10.76% 78	725	3.09
Condition of the exterior of the vehicle	10.64% 77	23.90% 173	29.01% 210	17.13% 124	8.98% 65	10.36% 75	724	2.89
Payment Method	18.17% 131	28.16% 203	21.64% 156	10.82% 78	10.26% 74	10.96% 79	721	2.63
Not Applicable (I have not used a taxi service over the past year.) Choose N/A.	5.37% 13	0.83% 2	2.48% 6	1.65% 4	2.89% 7	86.78% 210	242	2.69

#	General Comments	Date
1	would not pick up after attending a bar and told to hail a cab from main street.	1/24/2016 3:11 PM
2	Taxi drivers in this city are brutal, have he tome they do not show up and you have to call another, and the rates are out of control, especially if you live on the outside of sudbury aka azilda, chelmsford.	1/24/2016 9:17 AM
3	Taxis cost way to much we need uber	1/23/2016 11:00 AM
4	I've been "stood up" by cab services in this city and this is the reason why I don't use them unless I have to.	1/22/2016 1:22 AM
5	Used a taxi because the bus does not run often enough to be convenient	1/21/2016 7:01 PM
6	Taxi service in Sudbury is dismal at best rarely is there a taxi available at peak times to get people home safely.	1/21/2016 6:13 PM
7	The problem is that there is no reliable taxi service in the valley. They don't answer their phone or they don't come out to Hanmer. This is the only reason why I would use Uber. We promote no drinking and driving and the Valley Kids lack transportation they need to get home safely.	1/21/2016 4:10 PM
8	A cab driver once charged two passengers for the full price of the cab which we realized too late	1/21/2016 3:23 PM
9	enjoy the warm car	1/21/2016 2:50 PM
10	Drivers have hassled me for using credit card, they don't keep the machine on and ready. They're rather take cash, but I don't travel with cash, and I use a corporate card to pay for transit.	1/21/2016 1:52 PM
11	1) Insanely expensive to go to and from the airport, to the point I'd rather buy a parking pass there. 2) ordered taxis from bars in the south end after midnight a few times and they have never shown up.	1/21/2016 12:18 PM
12	sometimes response time is great but at peak times I could wait up to at hour - often i start to walk instead	1/21/2016 12:11 PM
13	for a student living off-campus, the bus is extremely inconvenient as there is no bus route near me. I'm forced to pay a taxi on very cold and am usually late school and treated with 0 respect. It's also very costly .	1/21/2016 11:41 AM

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14	Empty taxis drive past pedestrians and don't show up when you call them. There is a reason people drive to and from bars in Sudbury, its because there is no alternative.	1/21/2016 9:47 AM
15	You can not hail a cab you have to call and typical response time is 30 min	1/21/2016 12:27 AM
16	Taxis in Sudbury are generally outdated or older models of cars that always smell like cigarettes, I do not feel comfortable getting out of a cab and smelling like I myself have smoked when I do not.	1/20/2016 11:38 PM
17	Taxi drivers in Sudbury sometimes give me a hard time for using a credit card, or flat out refuse to pick me up if I say I'm paying with credit card. I don't understand the reason for this, other than not getting a cash tip. The convenience of Uber, combined with the fact that it's almost half the price of a taxi, make it very enticing. Taxi's in Sudbury also always smell like cigarettes. Clearly the drivers are smoking and then immediately getting into their car, or possibly smoking inside.	1/20/2016 11:37 PM
18	I live in Hanmer the taxi service is horrible, the company in Hanmer doesn't answer and Sudbury taxi's won't come out here.	1/20/2016 11:28 PM
19	Awful service. A taxi ride should not cost \$40 JUST to go to work, and that's just a one-way trip. That is way too much for a 10 minute drive that doesn't even cost much in gas. It's too much to expect from the majority of people who have to work minimum wage jobs and a cab ride to work when you miss the bus costs half your day's wages. It's beyond ridiculous.	1/20/2016 10:35 PM
20	It's very, very expensive especially on a student budget to take a taxi. And the bus system on the weekends is awful	1/20/2016 10:34 PM
21	Drivers take longer routes to increase fair. And in one instance, the driver kept inching away from the entrance door at my destination to round up my fair. I wasn't even dropped off near the door!	1/20/2016 10:07 PM
22	Taxis in Sudbury are unreliable. They discriminate against young people, particularly young males aged 19-25.	1/20/2016 6:37 PM
23	most taxi drivers like to say their debit machine is "down and not working"..seems to never be working by the rate they are saying this.	1/20/2016 2:47 PM
24	rather walk than wait	1/20/2016 12:20 PM
25	Taxi cabs are much too expensive for the service provided	1/20/2016 11:19 AM
26	Taxi fares in Greater Sudbury are sky high and not affordable.	1/20/2016 10:45 AM
27	Taxi service is alsnot non-existent and dispatchers are rude.	1/20/2016 10:44 AM
28	I live in the Valley and since the Greater City of Sudbury has allowed all valley cabs into the city core it's impossible to get taxi services to come out to the valley to pick us up when we are out having a few drinks	1/20/2016 7:58 AM
29	Theres just not enough taxis available at peak times.	1/20/2016 7:36 AM
30	I have not used a taxi in the past year because it's insanely expensive from Sudbury to Hanmer. I don't use transit because I literally can't get home from work with the current schedule and the fact that I walk with a walker.	1/20/2016 1:40 AM
31	Not covered by survey - terrible courtesy on phone, horrible pick-up policy, do not stop long, call, or knock on door. Ridiculous customer service. Made to feel like a lower class citizen, consistently!	1/20/2016 1:22 AM
32	Waited over an hour at the Sudbury Airport for Airport shuttle. Plane landed and only one van was there, and left full. When calling other taxis, was told they would not travel to the airport, out of their contract but would have to charge extra. New rules and mandatory taxis need to be negotiated with the Airport management and any company taking over the airport contract/zone.	1/19/2016 8:34 PM
33	I waited at the Sudbury Airport for over 1 hour for a shuttle taxi to get me home January 2nd. There were no taxis waiting when my flight got in so I called the Sudbury Taxi/Airport Shuttle. They told me 5 mins. I called back 5 times before FINALLY they sent one an hour later! The airport security told me that this is a frequent occurrence and something needs to be changed. It was an awful experience. I would never ever recommend anyone taking this service ever. This HAS to change Sudbury!!!!!! What an awful way to greet our guests to Sudbury.	1/19/2016 8:34 PM
34	Very nice service	1/19/2016 2:35 PM
35	I have not used a taxi in the past year, but prior to that for a year and a half I use a taxi weekly to travel to the airport in Sudbury and occasionally in Toronto.	1/19/2016 8:17 AM
36	Taxi are very expensive to go about 4 miles cost me \$22-25 between hours of 10 p.m. and 12:00 a.m.	1/19/2016 8:03 AM
37	Some disptachers can be incredibly rude, absoutely take customers for granted due to absence of real competition	1/19/2016 7:06 AM
38	Have never been truly happy with Sudburys taxi services. You can never get one after the bar, the dispatchers are ignorant, the drivers are dirty and reflect their vehicles!	1/19/2016 12:58 AM

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39	It is impossible to get a taxi on weekends. It is also way too expensive, especially to the surrounding communities such as Garson or Hanmer.	1/18/2016 8:11 PM
40	The taxi service in Sudbury is atrocious for cost and response time. It's no wonder drinking and driving is so rampant in this city.	1/18/2016 7:55 PM
41	Licenced taxis in Greater Sudbury often smell of tobacco smoke.	1/18/2016 5:09 PM
42	Have been confined due to injury and have used ambulance service and courtesey transportaion.	1/18/2016 5:05 PM
43	You can not get a taxi in the valley on weekends and sometimes on week nights	1/16/2016 9:07 AM
44	Taxis charge too much. It's founded to be a "rip off"	1/15/2016 10:48 PM
45	Attempted to get a taxi to lively on Halloween yet was declined as they state they do not need to serve outlying areas when busy. Terrible system. Taxi service should be obliged! Instead they leave people stranded after a night out. Bring uber to town. This is no argument. Preach to be safe after drinking. Give everyone all the options available!!!	1/15/2016 11:54 AM
46	I've waited up to 3 hours for a cab in Sudbury. It's frustrating.	1/15/2016 11:52 AM
47	I would use a taxi in case of emergency if no one else can take me	1/15/2016 8:54 AM
48	Getting a taxi in this city is so expensive and the wait time is so long	1/14/2016 7:10 PM
49	Credit card/ debit fees annoy me.	1/14/2016 3:41 PM
50	Too expensive to get a cab to the valley. the pricing is far too high to substantiate.	1/14/2016 2:30 PM
51	City Taxi is by far the most courteous, knowledgeable and accommodating of the companies in Sudbury.	1/14/2016 11:49 AM
52	Impossible to get appropriate response time and even availability of a cab after 1:00 on Friday and Saturdays - and as a businessperson with a massive stake in our downtown and in the hospitality industry, this is a deadly deficiency in our public transportation matrix. It encourages drinking and driving, it prevents timely exodus from Downtown late at night, it's incovenient and it's a block form helping our downtown grow and become an important player as a dining and attractions destinatio. This MUST change.	1/14/2016 11:29 AM
53	Have used taxis several times, with different levels of satisfaction on each trip	1/14/2016 11:05 AM
54	I live in Garson and curl in Coniston, most taxi services are not willing to service these areas, so accessibility is poor.	1/13/2016 8:48 PM
55	Have used transcab, have separate thoughts about it	1/13/2016 7:10 PM
56	The cabs are smelly, and the drivers a rude.	1/13/2016 6:43 PM
57	Re: Timeliness. At least two of the major cab companies allow reservations, so if you book in advance, the cab is there on time even during the busiest hours.	1/13/2016 6:31 PM
58	I do not feel safe using taxies in Sudbury. The cabs are usually dirty, smelly, and often, the cab drivers make me very un-comfortable. I have used Uber many times in many different cities, and LOVE it. Every time I've used it, the cars are clean, the drivers are professional, and polite, and I am able to instantly rate them based on their service. Getting a cab at 2am on a Friday and Saturday is nearly impossible, and often times prevents me from going out on weekends because I don't like waiting on the street until 3am to get a cab. One time, my cab driver, started smoking marijuana in the cab as she drove me home, I asked her not to smoke that while I was in the cab (I was sober) and she kicked me out of the cab, in the middle of no-where. I called the cab company the next day, but they didn't care at all. That would NEVER happen with Uber.	1/13/2016 6:22 PM
59	The cost of taxi's in this town is prohibitive to many, i know many individuals who will 1. not go out in town due to the cost of a taxi or 2.(much worse) risk driving after a couple of drinks	1/13/2016 5:34 PM
60	Taxi drivers in Sudbury drive like mad men. It is not affordable to do groceries via taxi. Not practical by bus	1/13/2016 5:10 PM
61	hired a lockerby cab from sudbury to northbay airport, had to pay up fron and he stopped twice for a smoke on the way down!! never again	1/13/2016 3:24 PM
62	only 1 cab serving the Valley, so have to work around cab availability which is very inconvenient	1/13/2016 2:52 PM
63	Rarely a joy to deal with	1/13/2016 2:46 PM
64	I live in Naughton and it is very diffucult to get a taxi to pick up passengers from Naughton	1/13/2016 2:36 PM
65	Limo service ridiculously expensive , in excess of \$170 per couple to get to and from airport from New Sudbury You can park car for about \$70 a week.	1/13/2016 1:42 PM
66	conditions of the car are highly dependent on the weather, they are a little messier in the winter.	1/13/2016 1:07 PM
67	Cars are not always clean and the methods of payment are lacking in regular taxis.	1/13/2016 12:53 PM

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68	Dick	1/13/2016 12:48 PM
69	Booking a taxi in advance never seems to work, they are usually very late, or they don't show up and I have to call again.	1/13/2016 12:05 PM
70	Way too expensive!!! Exact reason why I fully support Uber in Sudbury	1/13/2016 11:46 AM
71	Some cabs companies have nicer vehicles, most take debit and credit. Price is high	1/13/2016 10:28 AM
72	Accessing a taxi late evening out of the downtown is most challenging. There clearly appears to be a deficiency in the number of cabs available for service.	1/13/2016 10:16 AM
73	I find our local taxis serves us verywell	1/13/2016 9:45 AM
74	Taxi is way to expensive compared to other cities.	1/13/2016 9:31 AM
75	Only use a taxi or limo for a special occasion, or if I absolutely have to. Bus only if there is some special reason. These services are either inconvenient (bus), or way too expensive (taxi).	1/13/2016 9:18 AM
76	There are coveerage gaps with not enough vehicles within the Greater municipality	1/13/2016 9:15 AM
77	Taxis in Sudbury cost too much, and they only service a small portion of what is a very large city.	1/13/2016 9:13 AM
78	Over \$70 for a 20 minute cab ride seems incredibly high and quite ridiculous.	1/13/2016 8:51 AM
79	Some of the cabs are disgusting; dirty; smelly	1/13/2016 8:47 AM
80	Taxis often do not show up for pick-ups after midnight because there are not enough taxis to meet the demand from the bars.	1/13/2016 8:42 AM
81	response time on Friday and Saturday nights are way too long, and cab fare is expensive. Bring Uber to Sudbury please!!	1/13/2016 8:41 AM
82	This is for limo....cabs in sudbury are awful!! I pay more to avoid them	1/13/2016 8:39 AM
83	I use cabs at least 3 or 4 times a week cause I'm blind and don't drive. Over all the drivers have always been good to me, but I find cab fairs in this city way too expensive.	1/13/2016 8:15 AM
84	the smell of smoke often lingers in a taxi cab. I get it though, they have to be there in the vehicle for 12 hours a day because they're not paid by the hour.	1/13/2016 8:04 AM
85	no taxi's in valley east? try calling 12pm at night see what happens. then you wonder why people drink and drive?	1/13/2016 6:37 AM
86	Locker by refuses 5o come to hanmer. Had to walk 15km home thankfully a citizen picked my (intoxicated) self up on the hwy. No valley east taxi's were running	1/13/2016 6:15 AM
87	Have had vehicles that were obviously unfit and drivers that were nearing abusive. Have had good as well.	1/13/2016 6:14 AM
88	Poor across the board.	1/13/2016 12:47 AM
89	Cost for a cab to the airport is utterly ridiculous. Often more than return airfare to Toronto. Bad for business & tourism.	1/13/2016 12:35 AM
90	taxi's in sudbury suck, we need change!	1/12/2016 11:47 PM
91	wayy too expensive	1/12/2016 10:28 PM
92	I have been told on several occasions that the debit machine is malfunctioning which then forces me to have the driver drive to a convenience store while idling outside while I use an ATM. The drivers conveniently keep the meter running when this happens. I have also been repeatedly dropped as a fare (several times on one trip) because the distance traveled wasn't worth their time, though I badly needed to get home with my groceries.	1/12/2016 10:13 PM
93	Services suck in sudbury	1/12/2016 9:33 PM
94	Taxis take forever to arrive and cost too much	1/12/2016 8:26 PM
95	Your last item doesn't make sense.	1/12/2016 8:19 PM
96	Would have needed a taxi Christmas Eve and Christmas morning, for a ride home from the Emergency department of the hospital. None to be found. We live in the greater city of Sudbury, but Chelmsford doesn't count!	1/12/2016 7:43 PM
97	Driver was texting his ex while he drove. Drove past my house	1/12/2016 7:17 PM
98	I booked my ride an hour and a half ahead of pickup time to ensure I would have a ride.	1/12/2016 7:09 PM
99	Too many cabs with second hand smoke issues	1/12/2016 6:16 PM

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100	The cost of a fare from point A to B, same route, should always be the same cost- it should not change from 1 day to the next	1/12/2016 6:15 PM
101	You out of cash? I drop you in snowbank now	1/12/2016 5:28 PM
102	Ex. way too expensive to go to the airport. We need a city bus every hours early AM, middle day, in evening 3x topimes avday.	1/12/2016 5:18 PM
103	I find that it takes a lot longer to get a taxi now. The drivers are usually good for the most part when it comes to customer service and being friendly. Some however are kind of sketchy. We had a driver for example when we (my husband and I) got in the taxi, the driver was asking my husband about single women and my husband was just brushing him off but the driver went on and on about needing a girlfriend from the time he picked us up until he dropped us off at our destination. Another time the same driver was asking if my husband could hook him up with a cell phone. OK I get that it's not a big deal asking a question but before you even get fully in the cab and close your door? That being said there are also some fast and more dangerous tax drivers in this city. Like the one I was just talking about. So to be fair the drivers are about 65% decent the other 35% not so much.	1/12/2016 5:13 PM
104	something needs to be done for outlying areas - \$60 to go to Hanmer is why most people drink and drive - there needs to be a just middle somewhere	1/12/2016 4:23 PM
105	The taxis in Sudbury are a monopoly. Some competition would only make it better. On weekends taxis are slow to respond and only surround downtown for the easy fares. Even then they are very difficult to flag.	1/12/2016 4:22 PM
106	the costs for Taxi are Far too expensive....the various levels of government are mostly to blame for it, all trying to claim a portion of each transaction, like greedy thieves....how many times can you tax a cab ride? its vile. and you what? you are only hurting the poorest people in the city with the smallest incomes and hardest day-to-day lives....you wealthy dont take cabs all that much....stop gouging the poor. it should not cost 20 dollars to get a car ride from downtown to New sudbury...EVER. with inadequate bus service/routing and high cab rates...you'd swear the town was rigged on pupose to keep the poor down. there should be a sliding scale....Yes us wealthy will only tax the heck out of a cab ride if the rider is one if us. 13% here 13% there and 13% here too...whoops we need another operation fee from the cab company. Dont you get paid too much already? find extra cash from your salaries and benefits.....not the pocket dust of the poor. we dont all get tax payer funded car allowances. can you tell this has made me mad for too long? 65 dollas to go to the South end, yet you will dare suggest putting arenas on the outer fringes of town? the city is already terribly car centric. stop.	1/12/2016 4:08 PM
107	There was a fee to pay debit - who carries cash these days? Uber in Ottawa didn't charge me a fee. Very annoying.	1/12/2016 4:05 PM
108	Cost of taxi is too high. Seriously, I would almost rather drink and drive than pay the criminally high taxi costs.	1/12/2016 3:41 PM

Q7 Have you used Uber, Hailo or another technology-based company or ride share system anywhere in the world over the past year? If yes, please rate your level of satisfaction.

Answered: 758 Skipped: 0

	Excellent	Good	Average	Fair	Poor	N/A	Total	Weighted Average
Geographic area served	43.44% 268	14.59% 90	2.76% 17	0.49% 3	1.78% 11	36.95% 228	617	1.46
Timeliness of arrival for pick-up (Response Time)	49.76% 305	11.09% 68	1.14% 7	0.49% 3	1.47% 9	36.05% 221	613	1.32
Cost	43.16% 265	13.36% 82	4.56% 28	1.14% 7	1.30% 8	36.48% 224	614	1.49
Driver Knowledge	27.94% 171	22.71% 139	9.48% 58	1.31% 8	2.29% 14	36.27% 222	612	1.86
Driver Courtesy	37.85% 232	19.25% 118	4.24% 26	0.49% 3	1.79% 11	36.38% 223	613	1.57
Condition of the interior of the vehicle	38.34% 235	18.60% 114	4.57% 28	0.98% 6	1.14% 7	36.38% 223	613	1.55
Condition of the exterior of the vehicle	37.75% 231	19.44% 119	3.92% 24	1.47% 9	0.98% 6	36.44% 223	612	1.56
Payment Method	47.80% 293	10.60% 65	2.77% 17	0.82% 5	1.47% 9	36.54% 224	613	1.39
Not Applicable (I have not used an app-based transportation service over the past year.) Choose N/A	7.87% 34	0.46% 2	0.46% 2	0.46% 2	0.69% 3	90.05% 389	432	1.56

#	Name(s) of app-based ground transportation service(s) that you have used over the past year and/or General Comments.	Date
1	Uber	1/24/2016 9:49 PM
2	Never have and never would, SO unsafe.	1/24/2016 8:45 PM
3	Used in Toronto, sudbury needs uber. It is so cost effective and safe.	1/23/2016 11:00 AM
4	Uber	1/22/2016 9:17 PM
5	Uber in Toronto	1/22/2016 8:01 AM
6	Uber - easiest and most convenient paid ground transportation I have ever used. If I have a choice between taxi or Uber I would always choose Uber; it is a far superior service. Taxi companies need to evolve and change with the times or go extinct.	1/22/2016 7:26 AM
7	I left my passport in a Uber car and I was able to text my driver. he mailed it back to be Express post the next day.	1/22/2016 7:03 AM
8	I have used Uber in Las Vegas, Boston and Toronto with great success. I would definitely use this if it came to Sudbury.	1/22/2016 1:22 AM
9	uber	1/21/2016 8:36 PM
10	Have used uber many times in Toronto and was amazing, can see exactly where the car is, the cost and the driver and review... The cost is great for those going long distances which would benefit our small outter towns	1/21/2016 6:59 PM
11	Uber	1/21/2016 6:58 PM
12	Lyft Uber	1/21/2016 6:13 PM

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13	I flatly refuse to use this type of service. oo many variables and uncertainties. I would rather pay exorbitant transit prices since they have rolled back the senior discount which is ridiculous.	1/21/2016 4:13 PM
14	Uber when in Toronto. Traveled from a concert back to hotel.	1/21/2016 4:10 PM
15	With the recent news about price on New Years Eve, I would rather walk.	1/21/2016 4:00 PM
16	I would not use a ride share program due to concerns over safety of the vehicle and driver	1/21/2016 2:33 PM
17	I have used Uber in Chicago and Toronto, and don't have enough good things to say about it. I know how long until my car gets there, I know what kind of car, if it will fit my party, I have a rough idea how much it will cost in advance, I know the route we're using, so my driver isn't trying to inflate the cost. The vehicles are VERY clean, the drivers VERY safe, courteous and cautious, because their rating depends on my customer satisfaction. I also receive an e-mail version of my bill, and can download a full review of my spending, which makes claiming transit for work VERY simple. I've used Uber and I've used taxis, I've never complained about an Uber ride, Taxis are smelly, rude, terrible drivers and not at all helpful, some have even refused to give me change or receipts. I would use Uber in this city on a regular basis if we got it, for now, taxi is a VERY last resort of desperation.	1/21/2016 1:52 PM
18	Uber and lyft	1/21/2016 12:11 PM
19	I would consider using Uber.	1/21/2016 12:07 PM
20	uber	1/21/2016 11:10 AM
21	I have used Uber in Toronto and in South Africa. My experience in both has been great. Its a fantastic alternative to drinking and driving.	1/21/2016 9:47 AM
22	Uber (and I would only ever use Uber)	1/21/2016 8:28 AM
23	Uber, Lyft	1/21/2016 6:42 AM
24	Uber from Whitby to Toronto and back.	1/21/2016 1:03 AM
25	Uber in Toronto	1/21/2016 12:27 AM
26	Uber is the best thing to happen to public transportation, period.	1/20/2016 11:38 PM
27	Uber. Used it in Toronto for several months. Fantastic service.	1/20/2016 11:37 PM
28	Über	1/20/2016 11:20 PM
29	Uber	1/20/2016 11:12 PM
30	Uber usa Lift in the usa	1/20/2016 11:02 PM
31	Uber. Love the by-distance charging system. A ride that took 20 minutes costed no more than what the quote stated.	1/20/2016 10:35 PM
32	Uber	1/20/2016 10:34 PM
33	Uber - so easy. Ordered and paid from directly from the app. No wallet required.	1/20/2016 9:14 PM
34	Uber. I often use this service in Toronto and other areas of southern Ontario. I only have positive experiences. The pay-by-credit on the app is so convenient and is safer for drivers.	1/20/2016 9:13 PM
35	Uber, excellent service. They pick up when you need them even at 3am. Perfect from going downtown to the outskirts or vice versa.	1/20/2016 8:16 PM
36	Uber. Absolutely fantastic	1/20/2016 8:09 PM
37	Uber in Ottawa and Montreal	1/20/2016 7:26 PM
38	Uber in multiple cities	1/20/2016 6:55 PM
39	I have used Uber in Toronto. It was fantastic. Picked me up in 2 minutes and was half the price of a taxi.	1/20/2016 6:37 PM
40	Uber	1/20/2016 5:56 PM
41	Uber	1/20/2016 5:25 PM
42	Uber in ottawa was good	1/20/2016 4:07 PM
43	UBER	1/20/2016 3:28 PM
44	Uber - Always on time. Always knows where you are. About half the price of taxis in Toronto.	1/20/2016 2:47 PM
45	Uber	1/20/2016 11:41 AM

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46	I used Uber regularly for 3 years while living in Boston, USA. The service was timely, convenient and overall amazing. The only complaint is that sometimes the drivers didn't know the routes very well, but GPS took care of that in most cases. The customer service was also second to none. The few times I had a driver take a longer route than they should, I was immediately reimbursed the extra cost.	1/20/2016 11:00 AM
47	UBER	1/20/2016 10:41 AM
48	Uber - love that it is paid through Paypal and I could follow where the car was on the app. I would only use Uber when I am in a city that has it. Convenience is key as well.	1/20/2016 9:43 AM
49	Uber	1/20/2016 9:29 AM
50	Uber	1/20/2016 8:53 AM
51	i would if it was available	1/20/2016 8:50 AM
52	Never used these services and if the drivers make up their own hours that would also be a problem in the Valley	1/20/2016 7:58 AM
53	I have not used any app-based services but I fully support the idea of something that provides some competition to our overpriced cabbies.	1/20/2016 1:40 AM
54	Über	1/20/2016 12:39 AM
55	Uber	1/19/2016 10:50 PM
56	uber	1/19/2016 10:44 PM
57	Uber	1/19/2016 10:10 PM
58	First time I used uber was in San Diego , the first time was a bit confusing, but the representative at the hotel was awesome and she put the app on for us. The price i think was still a bit high, but half price of a cab, the car was clean, driver was good friendly, very knowledgeable , I did however find myself asking him about insurance and what he was covered for. Loved the convenience of just punching something into the phone and he shows up, no looking for a number of cab , and the price is set. Love Love Love uber, do feel bad for cab companies though	1/19/2016 7:27 PM
59	Uber Clean, friendly, secure. The system tracks who is driving you.	1/19/2016 6:16 PM
60	Uber, in Dallas TX	1/19/2016 5:57 PM
61	Uber	1/19/2016 5:46 PM
62	Uber in Ottawa	1/19/2016 3:37 PM
63	Uber This was the best ride I've ever had. We definitely need this service in the Sudbury Area. Prompt service, sociable driver, easy on line app. courteous, helpful & appreciative. Very reasonable pricing & he got out of his car to help me. The Sudbury drivers 90% of the time expect you to do all the work.	1/19/2016 3:34 PM
64	Uber, Hailo	1/19/2016 2:37 PM
65	It will effect on local businesses	1/19/2016 2:35 PM
66	Uber Toronto and Boston. Fast, affordable, vehicles were newer and cleaner than traditional taxis. Drivers were more professional.	1/19/2016 12:22 PM
67	UBER	1/19/2016 10:16 AM
68	Uber in Ottawa and Toronto	1/19/2016 9:36 AM
69	toronto Uber	1/19/2016 8:03 AM
70	Uber has been great everywhere I have used them, wish they had a paypal option for payment but stellar service at great price	1/19/2016 7:06 AM
71	I have used uber in Toronto on several occasions, the vehicles were excellent, drivers very nice and friendly and they stick to the route provided by google maps (you won't be taken around the block a few times for extra fare)	1/19/2016 12:58 AM
72	Uber	1/18/2016 9:37 PM
73	Uber is great and I strongly recommend using it.	1/18/2016 8:30 PM
74	I use uber on all my vacationing in larger Canadian centres as well as in other countries. It's my preferred way to travel.	1/18/2016 8:02 PM
75	Uber. Used it in Toronto and New York City. It worked great and was super convenient. Also pickup times are insane fast.	1/18/2016 7:55 PM
76	Uber	1/18/2016 7:33 PM

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77	Uber	1/18/2016 5:09 PM
78	Uber in Ottawa	1/18/2016 12:52 PM
79	uber	1/16/2016 4:27 PM
80	I used Uber in India and the service was excellent. I look forward to Uber being available in Sudbury.	1/16/2016 2:14 PM
81	Green Valley taxi, he was very good but then they started serving sudbury. . Now it's almost impossible to get a taxi on weekends during the evening. ...	1/16/2016 9:07 AM
82	Uber	1/16/2016 5:46 AM
83	No I haven't tried such things outside of sudbury.	1/15/2016 10:48 PM
84	Uber	1/15/2016 10:26 PM
85	Uber	1/15/2016 2:11 PM
86	Unsure son used it when visiting him in TORONTO	1/15/2016 1:06 PM
87	Uber in Toronto, Rideshare on Kijiji multiple times.	1/15/2016 11:52 AM
88	Uber	1/15/2016 10:47 AM
89	No, I have no used these services, Zip Cars would be a nice borrowing feature. After the horror stories of the New Years Eve goers charging double, triple and 10 times the regular fee they should be removed from the roads, highway robbery.	1/15/2016 8:54 AM
90	Uber while visiting south	1/14/2016 11:24 PM
91	Uber in Toronto. Love uber	1/14/2016 7:10 PM
92	Uber	1/14/2016 3:47 PM
93	Cars aren't always the nicest but way more convenient than taxis.	1/14/2016 3:41 PM
94	Uber. Driver very polite and courteous. Vehicle was cleaner in/out than any taxi I've been in and I didn't feel like I was driving around with a guy with a long criminal record!	1/14/2016 2:32 PM
95	Uber	1/14/2016 11:56 AM
96	UBER	1/14/2016 11:29 AM
97	Uber - very satisfied	1/14/2016 11:05 AM
98	I've used Uber. It's so nice to be able to track your ride, see where they are and an approximate pick up time. They also know who they're picking up so no one will steal your ride - which has happened more than once with taxi's (they aren't accountable to anyone, they are just looking to make a fare.) Uber drivers are generally more considerate, safer drivers as they are driving their own vehicle, not just a company car. They take pride in that vehicle, maintaining it and keeping it clean. Downtown Sudbury on a busy Saturday night - it is next to impossible to get a ride from a taxi. Cab companies themselves will tell you it's difficult to service demand with the spread of the city being such an issue. Someone getting picked up downtown may live in Lively, or the Valley - that takes a cab out of the city for a half hour or more to give a single group a ride. Uber would help to fill the gap in service available on busy nights. Further the rating system is a huge plus - you can accept/deny a driver and they can do the same for you if you prove to be an unruly passenger. This is the way of the future - Sudbury would do well to get on board.	1/14/2016 9:41 AM
99	Uber	1/14/2016 12:14 AM
100	Uber	1/13/2016 11:48 PM
101	Uber - Toronto	1/13/2016 10:17 PM
102	UBER in Ottawa.. it was extremely convenient.	1/13/2016 9:41 PM
103	Uber was used while I was in Ottawa. Very convenient to see how long I would wait for my driver, and to see them arriving on the interactive map. The car was in excellent condition, and the trip cost me less than half of what a taxi would have cost me for a similar trip.	1/13/2016 8:48 PM
104	Uber, best service I have ever received. Can't beat the convenience and the price	1/13/2016 8:22 PM
105	Uber	1/13/2016 7:38 PM
106	Uber - this service is very productive and has great response times/rates.	1/13/2016 7:28 PM
107	Uber	1/13/2016 7:10 PM

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108	Uber	1/13/2016 7:02 PM
109	I love Uber, I hope they come to Sudbury.	1/13/2016 6:43 PM
110	I tried UBER twice during two separate visits to Toronto. On both occasions, the driver had to locate the destinations using google maps on their phones. On both occasions I had to point out the shortest routes. One of the drivers argued with me about the route I wished to take, and was quite rude when I insisted on taking the shortest route. On one of these occasions was subject to "surge pricing", which I had not been informed of in advance. Luckily it was a short ride. I will not be using their service again.	1/13/2016 6:31 PM
111	What is Uber?	1/13/2016 6:24 PM
112	Uber. I use it regularly when I am out of town on business. Because I fly into these cities, I find that I will explore the city, visit restaurants, and sites more often, because it is cheaper to get around, and I am more comfortable using Uber than cab companies. For example, when I order an Uber, I can see who is coming to pick me up, what kind of vehicle they are driving, and their licence plate number, before they pick me up. Payment is nearly half the cost of what a cab would charge, and payment is instant, without any hassle of dealing with tips etc. I have nothing but praise for Uber, and really hope that they are allowed here ASAP.	1/13/2016 6:22 PM
113	Uber. It's what happens when free market enterprise exists.	1/13/2016 5:34 PM
114	Über	1/13/2016 5:10 PM
115	I used Uber in LA back in November. What would have cost a few hundred dollars in cab fares only cost about \$150 USD. The driver were way friendlier than cab drivers and arrived within 2 minutes or less.	1/13/2016 4:33 PM
116	Uber - Reliable pickup service.	1/13/2016 2:56 PM
117	Uber never a single issue or complaint	1/13/2016 2:46 PM
118	Über.	1/13/2016 2:43 PM
119	I use Uber when in Toronto. It has always been a positive experience with friendly drivers in clean newer cars that feel safer than old run down cabs with brakes and suspensions about to fail. Cabs in Toronto are worse than Sudbury cabs, although I don't use Sudbury cabs that often, primarily just going to the airport and back sometimes.	1/13/2016 2:15 PM
120	The ability to pay with credit card and your tip is already added in there is great. You can also split cab fares very easily as long as everyone has the Uber app on their phone. The cost is generally a lot lower than a taxi as well. I've always been impressed with Uber on my visits to Toronto.	1/13/2016 12:53 PM
121	Dick	1/13/2016 12:48 PM
122	I have used Uber repeatedly -- from Miami to Toronto to London -- and found that it is inherently superior to the near-obsolete taxi system which costs far too much and affords too much power to too few. Cleaner, more efficient, more environmentally friendly, more in line with contemporary consumer demands. Markets change, businesses must not be permitted to resist obsolescence by force of invasive regulation.	1/13/2016 12:18 PM
123	Uber	1/13/2016 11:46 AM
124	Über	1/13/2016 11:44 AM
125	Uber	1/13/2016 10:07 AM
126	Not sure if drivers and passenger are insured, for how much, and regulated by whom?	1/13/2016 9:51 AM
127	Uber	1/13/2016 9:28 AM
128	Toronto and Ottawa on business. response time less than 5 minutes each time	1/13/2016 9:15 AM
129	Have used Uber in Toronto and GTA several times. Wait times were minimal, service was better than that of the taxi companies.	1/13/2016 9:13 AM
130	Uber	1/13/2016 8:52 AM
131	uber. Simple and more importantly actually available when I needed it.	1/13/2016 8:51 AM
132	Provided EXCELLENT SERVICE, this SHOULD be an OPTION for Sudbury!!! The drivers all receive criminal record checks; insurance is appropriate. NO ISSUES	1/13/2016 8:47 AM

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133	Uber - very satisfied. There are many times when I have tried to call for taxis after midnight on weekends (in Sudbury) and was told none were available. Not only would Uber increase the pool of available drivers and make taxi transportation more affordable to students, but I also strongly believe that having such an excellent service encourages people to take taxis and discourages drunk driving. One time we waited an hour and a half for a taxi that never came! Uber allows you to track the current location of the taxi so that you can see that it is on its way and how far away it is. People can wait indoors instead of freezing outside without worrying about missing their taxi. It is so difficult to get a cab after the bar that there is a problem in Sudbury with "cab stealing", where people from bars run into the road to try to steal cabs that other people have called - and many times the drivers will take these people ahead of the fares that called them, which leaves those callers waiting for a cab that is never coming. I feel that because public transportation is not provided after the bars close at 2am (because it just isn't affordable for the City to do so), the City has an even bigger duty to ensure that cabs are available at that time. Uber would ensure that an adequate number of drivers are available to meet that demand.	1/13/2016 8:42 AM
134	Uber - convenient, reasonable price, good response time, and competitive with cab companies.	1/13/2016 8:41 AM
135	In Toronto	1/13/2016 8:39 AM
136	Risk to great at this time to try. Insurance? Safety requirements of vehicles? Who regulates it?	1/13/2016 8:04 AM
137	No I have not used über but would be very nice if it were in Sudbury the cost for taxi's is way to high	1/13/2016 7:43 AM
138	Uber. It was very convenient. The driver knowledge of the area is not very important because Uber provides GPS and they already have the destination address when I am picked up.	1/13/2016 7:38 AM
139	Uber in Ottawa and Toronto	1/13/2016 7:35 AM
140	Uber	1/13/2016 7:27 AM
141	Uber	1/13/2016 7:06 AM
142	Uber	1/13/2016 6:57 AM
143	I used Uber once when in Toronto.	1/13/2016 6:45 AM
144	uber, i call and someone shows up.	1/13/2016 6:37 AM
145	UberX Toronto	1/13/2016 2:39 AM
146	Uber	1/13/2016 1:12 AM
147	Uber. I also use Uber Eats.	1/13/2016 12:47 AM
148	Uber	1/13/2016 12:39 AM
149	Uber in Toronto, Montreal and Rio de Janeiro. Cheaper, cleaner, faster, more reliable and safer than cabs. Every time.	1/13/2016 12:35 AM
150	Uber	1/12/2016 10:39 PM
151	Uber	1/12/2016 10:27 PM
152	Uber. Taxi companies need competition.	1/12/2016 10:13 PM
153	I used Uber in Toronto exclusively during a weekend long trip there in September. It was reliable, cheaper, and much more enjoyable than any taxi ride I have needed in the past.	1/12/2016 9:58 PM
154	Uber	1/12/2016 9:28 PM
155	Uber is very good. Late-model, clean cars, walk in and walk out... payment is done automatically - no credit cards or cash to exchange on the fly.	1/12/2016 9:07 PM
156	Uber. In Toronto.	1/12/2016 8:51 PM
157	uber	1/12/2016 8:28 PM
158	Again last question makes no sense.	1/12/2016 8:19 PM
159	Uber	1/12/2016 8:15 PM
160	Uber	1/12/2016 8:08 PM
161	4 in toronto	1/12/2016 7:43 PM
162	Uber	1/12/2016 7:43 PM
163	Uber	1/12/2016 7:31 PM
164	Uber in the GTA	1/12/2016 7:09 PM

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165	Uber	1/12/2016 6:54 PM
166	Uber	1/12/2016 6:06 PM
167	Uber in Washington, DC and in Toronto.	1/12/2016 5:40 PM
168	Uber	1/12/2016 5:28 PM
169	Uber in Toronto	1/12/2016 5:26 PM
170	Uber	1/12/2016 4:59 PM
171	UBER	1/12/2016 4:44 PM
172	Lyft, similar experience	1/12/2016 4:26 PM
173	Uber - Toronto and San Francisco . Excellent reliability, quality cars and very prompt	1/12/2016 4:22 PM
174	Uber	1/12/2016 4:22 PM
175	Uber	1/12/2016 4:07 PM
176	Uber in Ottawa - the ease of payment makes it so much better.	1/12/2016 4:05 PM
177	I have used Uber in Canada, US, Asia, Europe and South America. The best part when your in a strange city is the knowledge that you are getting to where you want to go and for a specific price. The in-ap map makes sure that language barriers and shady taxi practices don't exist.	1/12/2016 3:48 PM
178	Uber in Pittsburg. Great service and price. I tried a few cabs first, and response times were terrible.	1/12/2016 3:43 PM
179	I used Uber and at least I had an ETA. Sudbury taxis give you arrivals times with huge spreads, such as anytime between 1 and 3 hours. I therefore need to constantly check outside to see if the taxi is there, instead of enjoying my evening. With Uber, I get reliable information as to when my ride will be there.	1/12/2016 3:30 PM
180	Uber was greatest experience ever from a consumer point of view..I stopped renting completely when out of town and the service was sooo much better than the taxi service.	1/12/2016 3:25 PM
181	Uber	1/12/2016 3:24 PM
182	Uber in downtown Toronto.	1/12/2016 3:22 PM
183	Uber (Montreal)	1/12/2016 3:20 PM
184	Uber. Would prefer using it instead of taxi any day of the week.	1/12/2016 3:02 PM
185	I have never used this type service but i most certainly would and wish it was available in our community	1/12/2016 3:02 PM
186	Uber - Toronto	1/12/2016 2:59 PM

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Q8 Please rate your level of agreement with the following statements. For statistical purposes, please provide a response for each row.

Answered: 758 Skipped: 0

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Neither Agree nor Disagree	Total	Weighted Average
It is important that taxi and limousine companies in the City of Greater Sudbury are licensed and otherwise regulated by the municipality.	32.19% 244	24.14% 183	19.53% 148	15.44% 117	8.71% 66	758	3.32
It is important that the City of Greater Sudbury regulates licensed taxi and limousine fares.	33.64% 255	24.80% 188	16.89% 128	17.41% 132	7.26% 55	758	3.23
It is important that the City of Greater Sudbury mandates insurance requirements for licensed taxi and limousine companies.	44.46% 337	29.42% 223	12.53% 95	8.05% 61	5.54% 42	758	2.53
It is important that the City of Greater Sudbury verifies the insurance coverage of licensed taxi and limousine companies.	45.51% 345	31.79% 241	10.29% 78	7.78% 59	4.62% 35	758	2.40
It is important that the City of Greater Sudbury trains and screens licensed taxi and limousine drivers.	34.17% 259	22.56% 171	16.89% 128	19.79% 150	6.60% 50	758	3.29
It is important that the City of Greater Sudbury investigates complaints about licensed taxi and limousine companies.	56.99% 432	25.73% 195	6.33% 48	7.52% 57	3.43% 26	758	2.09

#	General Comments. This field does not require an answer if it is not applicable.	Date
1	UBER, their drivers and such outfit should be regulated like taxis as to insurance, license, fees, vehicle inspections and driver checks. UBER, the company does not contribute anything to Sudbury or Canada as far as I know.	1/28/2016 1:58 PM
2	All transportation providers should be subject to the same requirements and rules, and customers or passengers should be able to access properly licensed drivers.	1/24/2016 4:01 PM
3	Taxi companies are private companies and it is up to them to handle complaints and train their employees. However, it is important that we make sure insurance requirements are met. So, some government regulation but not too much.	1/22/2016 11:38 AM
4	Taxi service is a privatized business. I'm not sure it should be up to the City to have all kinds of jurisdiction in its affairs. I'd be curious to know what Provincial regulations cover the issue of insurance. While I did say prices shouldn't be regulated, I do find taxi fares extremely high and cost prohibitive to entice me to use them.	1/22/2016 11:20 AM
5	Rates should be capped to avoid ridiculous prices. Insurance and licensing is very important. Not sure where the responsibilities should lie. Five companies all run under the same micromanaged structure may as well be a monopoly. Fair competition is a good thing for everyone.	1/21/2016 4:24 PM
6	All of the above should be applicable to anyone that is getting paid for this type of service. Think it would decrease the amount of so called Uber drivers	1/21/2016 4:13 PM
7	Uber drivers as well as taxis companies should follow the same regulations. However neither one of them should be taxed or have such high licencing fees. Maybe if they don't pay as much for their operating costs than they would give the discount to their customers and be able to service us better. We than wouldn't need Uber in our community.	1/21/2016 4:10 PM
8	If you allow Uber, it would be that company that would screen, regulate, etc per every question on this list. This is a biased question it should be directed as 'Is it important that the City of Sudbury or the Ride Share service otherwise you're answers are most likely going to be all yes, we agree. In this case, you can use it to formulate a biased response on why the city needs to regulate things. I have never had good experiences with Cab services in Sudbury as it is a large geographical area, prices are high, and there are never enough drivers.	1/21/2016 4:04 PM
9	Screening of drivers should include criminal record checks.	1/21/2016 4:00 PM
10	Not only myself, but my daughters, their friends and mine all want licensed drivers who do not have a police record etc. Keep these companies out of Sudbury and the North, We are doing just fine.	1/21/2016 2:34 PM

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11	While I do agree with many of these points to an extent, I'm a little conflicted when taking into consideration who will be footing the bill for items such as screening and licensing.	1/21/2016 1:56 PM
12	I'm sure the city does all these things, it doesn't show in the service I receive from taxis. Not to be rude, but I'm not at all confident that any of those steps have or will make a difference when the individual driver has zero accountability to their customer.	1/21/2016 1:52 PM
13	regulate the fees to and from the airport better.	1/21/2016 12:18 PM
14	the city should have nothing to do with taxis. let the market regulate its self.	1/21/2016 11:10 AM
15	Ensure our safety but don't over regulate industries to the point that it reduces the quality and affordability of these crucial services.	1/21/2016 9:47 AM
16	The driver should be liable, not the city. The city really should have nothing to do with it.	1/21/2016 8:28 AM
17	Unfortunately, no one regulates complaints about cab drivers or companies but with Uber my issues are always resolved. The regulation of fares has caused a surge in rates especially with the taxi monopoly that has dominated Sudbury forever.	1/20/2016 11:38 PM
18	Leave the investigating to the police.	1/20/2016 11:37 PM
19	City of sudbury shouldn't be responsible for anything to do with the taxi Business	1/20/2016 11:02 PM
20	I feel cab companies have a monopoly in Sudbury. Drivers are often uncourteous, it has even happened where a driver has insisted on smoking during the fare (happened in 2012).	1/20/2016 9:14 PM
21	The City should screen licensed taxi and limousine drivers not necessarily train them .. taxi companies should do that.	1/20/2016 7:24 PM
22	They should not regulate as much as they do.	1/20/2016 6:55 PM
23	Liability insurance is of course important. However, restrictions should not be so severe that it inhibits us from reaping the benefits of services such as Uber that strive to maintain competitive advantage by providing a better service.	1/20/2016 6:37 PM
24	I don't particularly trust the capabilities of the city of Sudbury.	1/20/2016 11:00 AM
25	THE QUESTIONS POSED HERE SEEM TO BE SLANTED TO HAVING ANOTHER BUREAUCRACY CREATED AT A TAXPAYER COST - IF ANY ISSUES, LET PRIVATE SECTOR (USERS & SERVICE SUPPLIERS) DEAL WITH IT.	1/20/2016 10:41 AM
26	The Greater City of Sudbury has to stop trying to regulate taxi services if they don't know what they're doing the hired a consultant to solve the taxi service problems the city had and since have made a complete mess of the taxi services in the city including at the airport where I've found myself waiting for over an hour for a cab to show up	1/20/2016 7:58 AM
27	I don't care about this. I just want a ride when I need it.	1/20/2016 7:36 AM
28	Licensing vs. non licensing is what this debate seems to boil down to. I think that if someone is running a business where they are employing people to drive their cabs, that regulation is important to ensure business standards and accountability are being met. As far as the app-based services are concerned, I realize that this becomes more of a legal grey area. Since all drivers must be insured to drive the car, once they are accepting payment for driving, does that mean the onus is on the driver to ensure their insurance will pay if they are in an accident with a fare? I think Uber and similar apps are great and foster competition but can see that this is a thorny legal issue.	1/20/2016 1:40 AM
29	Keep the city out of it. I think there should be federal laws in place. Clients can verify and report if the law is broken if they choose to.	1/20/2016 1:22 AM
30	Licences are a must.	1/19/2016 8:34 PM
31	CGS should really investigate the airport shuttle service.	1/19/2016 8:34 PM
32	With uber, if your no good, you don't get another fare	1/19/2016 7:27 PM
33	City should not be so involved.	1/19/2016 6:16 PM
34	you are looking at cost savings??? look here!!!	1/19/2016 1:25 PM
35	These questions are all skewed against uber as they are unregulated. Uber is cheaper and more convenient than regular cabs, and it has always been safe. Drivers are licensed and insured.	1/19/2016 9:36 AM
36	Taxi fares need to decrease. I also know elderly who use them and a simple ride cost too much.	1/19/2016 8:03 AM
37	Regulation should be in place to prevent rates from exceeding a certain fare. I would have no issues with lower fares, and would encourage me to use taxi services more often.	1/18/2016 1:31 PM
38	To quote from your website, it is important to ensure that legitimate policy objectives like public safety are met and consumers will benefit with lower prices, higher quality of service, increased convenience, and innovation.	1/16/2016 2:14 PM

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39	The city need to make sure taxis are available in the valley area. ... very fusterating when you call and only get answer machines. ...you say you want to beat drinking and driving. ..do something about this! !!!!	1/16/2016 9:07 AM
40	Drivers needs many types training to understand the many aspects of people with special needs and its disability	1/15/2016 10:48 PM
41	Be open to new busy ideas. Old taxi companies are not the only option anymore	1/15/2016 10:26 PM
42	Too much oversight will bog these companies down. What is important is ensuring the companies are compliant with proper safety standards and let market feedback handle issues such as price. The only time the city should step in is if there are blatantly illegal or unsafe activities going on.	1/15/2016 10:10 PM
43	I don't understand if you are asking if I think the taxis should be licensed (yes, strongly agree to all of the above) or if the City should be the one that does the regulating (somewhat agree since I do not know the alternative regulating body)	1/15/2016 9:46 AM
44	Sudbury is making a huge mistake allowing Uber to operate in Sudbury. In cities where Uber operates, numerous rapes and assaults have been committed by Uber drivers.	1/14/2016 8:16 PM
45	It is important that the city allows companies to operate at a lower rate than the local fares. I live in skead and its so expensive to get a ride home which in some cases (not mine) leads to drinking and driving. Another examples is a taxi ride from the hospital home was \$127 which is insane	1/14/2016 7:10 PM
46	Same as comment below.	1/14/2016 3:47 PM
47	While many of these fields are important we are failing to meet the goals intended. There are awful cabbies in this town. They don't uphold the standards and a lot of them are awful drivers. Speeding; running lights and stop signs; no signals. They are supposed to act and look professional and do not. The cost is also way to high to go from downtown to an outlying area like lively and Garson. It is impossible to get a lift on weekends after midnight. The city needs more options available to the people to increase ridership/sharing and to reduce impaired driving.	1/14/2016 2:32 PM
48	I feel like the companies should be expected to be MORE responsible and the city should only audit. The city shouldn't have to manage taxis. Only contracts.	1/14/2016 1:49 PM
49	Research Uber and see that this service poses a safety risk to the community. Anyone (including criminal and sexual offenders) can transport passengers without insurance. They also dont have to pass safety inspections of their vehicles like the currently regulated taxi, transit and limo companies. There are so many horror stories surrounding Uber that a quick internet search will show you how bad an idea this is. How is it you plan on regulating a company that has no office, staff or headquarters? How do you plan on fielding customer complaints or processing claims? This is way beyond the control of the city. If people want to get into the transportation business there are plenty of jobs available in which they can still set their own hours..you are opening a can of worms you wont be able to put the lid back on.	1/14/2016 1:09 PM
50	I belive in a free market society so if joe blow wants to charge 10 dollars a mile to get from A to B thas fine and if i want to charge 2 dollars a mile that's my problem if i am losing money not the cities as long as i have proper insurance and drivers licence city shouldnt care otherwise	1/14/2016 12:38 PM
51	The market should decide on survival of any taxi or people movement system. This should not be the job of city. We are sorely lacking in taxi services in many peak demand hours of the week, but there simply is not enough licenses operating at those times. This has been a bad situation forever. UBER would be a HUGE boon to Downtown development and growth efforts as well as freeing up parking spaces AND risks of drunk driving (after waiting hours for a cab, or losing a cab for the other five fares trying to get a cab, someone is bound to make bad decisions under the influence). Historically this has been the case and it has not gotten any better, it's become worse.	1/14/2016 11:29 AM
52	I don't think the City has any place in price setting fares - let the market dictate the price of a ride. If no one will pay the fare, the company will learn quickly how to set their prices. The city does not need their hand in everything, let the market do it's job. As far as insurance requirements - of course the City should mandate the insurance requirements for taxis - GSPS does this for personal vehicles, why would it be any different for taxis? Further - I don't think the City has any place training and screening taxi drivers - since when are taxis municipally owned? Let the owners run their own business, screen their own employees, and train their own drivers. What a total over step to recommend that the city start running HR for independently owned businesses...	1/14/2016 9:41 AM
53	Although I don't frequently utilize taxis or public transit in Sudbury, I do frequently drive in your city. For my safety and that of my family, I need to know that those other drivers I am meeting on the streets are governed by rules & safety regulations which are monitored.	1/14/2016 7:44 AM
54	It's up to the individual to ensure their safety unless the City has constructed it, it is not your responsibility. With all due respect.	1/14/2016 12:41 AM
55	Insurance and safety is my concern!	1/13/2016 9:12 PM
56	Expand buses screw taxis	1/13/2016 7:10 PM

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57	Municipalities should have no say in fares. The less interference the better.	1/13/2016 5:34 PM
58	The city shouldn't be the only organization to answer to	1/13/2016 5:10 PM
59	If you license a taxi it is your responsibility to investigate complaints	1/13/2016 3:11 PM
60	Pricing, licensing and insurance should be the same across all parts of the city. But once all cabs were allowed to go anywhere in the city the Valley is left with one cab to service the full Valley area. Not a convenient service which is why i take the cab.	1/13/2016 2:52 PM
61	CGS currently trains taxi drivers? That's what this sounds like. If that's the case then you need to update your programming as cab drivers I've experienced don't seem all that trained. They are often very rude and not very professional. As far as their "knowledge" goes, Sudbury is small, so geographic training is not that critical, but customer's experience must be improved.	1/13/2016 2:15 PM
62	I would hope that the City of Greater Sudbury council don't pass any laws that will not allow Uber or other means of transportation not to be used in the city. Living in the valley, when you need to get a ride proves very difficult at most times. It's sad but Uber services may be the only way someone could get to a destination on time and safely.	1/13/2016 1:46 PM
63	Let the riders rate the drivers!	1/13/2016 1:25 PM
64	Very little regulation should be present in the taxi business as far as I'm concerned. Uber's service is to much better than taxis simply because they are adapting to technology and giving people exactly what they want. Taxis had a monopoly for years and did nothing with those profits nor tried to change anything.	1/13/2016 12:53 PM
65	Dick	1/13/2016 12:48 PM
66	The city should only verify and/or investigate. Anything the city tries to maintain or manage turns to caca, and ends up costing tax payers an arm and a leg, and could very well be better managed by a class of elementary school children.	1/13/2016 11:56 AM
67	A couple questions above are difficult to respond to. It is critical that they have insurance, but the City doesn't have to be involved with enforcement. Likewise, they ought to be regulated - but by the city? As long as they have safety driving credentials, complete insurance coverage, and a safe vehicle - there ought not be other forms of controls affecting supply. The needs of the many ought to outweighs the needs of the few, and more ride options lowers the cost, which results in greater demand, which has many benefits with respect to employment and environmental.	1/13/2016 11:01 AM
68	The cost of taxis to get anywhere in Sudbury is ridiculous! 36 dollars from Minnow Lake to the four corners.	1/13/2016 10:11 AM
69	The City of Greater Sudbury should mind their own business	1/13/2016 10:04 AM
70	Again, open up competition for travelling to/from airport.	1/13/2016 9:59 AM
71	Not sure if the city should be training drivers, an extra liability for little or no gain	1/13/2016 9:51 AM
72	I think it is important for the city to regulate taxis and related services to protect citizens from be gouged or being put in unsafe situations. Additional, regulation ensures availability, price and reliability of services to visitors.	1/13/2016 9:30 AM
73	There needs to be some oversight, but this city is way too unfriendly to business. Competition is good! We need more.	1/13/2016 9:18 AM
74	Service has been so so and need to be consistent, and available even at peak times...feed back as to waiting times should be accurate and not just a play on words..	1/13/2016 9:15 AM
75	By-laws and regulations governing transportation systems will have to reviewed and updated for the 21st century. Uber and similar services will be the new norm, and it will be imperative that we are prepared for this new reality.	1/13/2016 9:13 AM
76	I don't feel as though the City needs to waste resources by screening the drivers. It should be the responsibility of the company, at the end of the day it's their reputation on the line. I don't see the importance of licensing with the city either, as long as they are licensed. I would rather see more resources spent on bylaw officers. This might actually generate more revenue for the city than wasting resources by actually collecting on bylaw offences and not occupying police resources. Bylaw officers would also handle investigations and licensing of taxi companies.	1/13/2016 9:10 AM
77	ABSOLUTELY TO ALL ANSWERS ABOVE. There are some strange & scary characters driving some of those cabs.	1/13/2016 8:47 AM
78	The number of problems encountered with Uber drivers and their cars is low. People who choose the service do so at their own risk - this is not a service run by the City of Greater Sudbury.	1/13/2016 8:42 AM
79	Overall regulation and licensing is Very Important to me	1/13/2016 8:10 AM
80	The City of Greater Sudbury is not known to be very effective at regulating anything. I would want as little involvement as possible by the City during an Uber or other ride-sharing technology rollout. Aviva will soon be offering special insurance for Uber drivers.	1/13/2016 7:38 AM
81	Complaints for example should be addressed to company?	1/13/2016 7:35 AM

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82	Sudbury desperately needs a more accessible "taxi" service. Most weekends it's impossible to get a taxi. Ride share programs are the solution to a long standing problem in Sudbury.	1/13/2016 7:15 AM
83	The city drives the cost up by meddling. Every time.	1/13/2016 6:57 AM
84	an area like valley east, or chelmsford etc. need a dedicated taxi that runs 24/7 , not just when its convinient for the taxi company. the city screwed that up with the taxi deal at the airport.	1/13/2016 6:37 AM
85	Drivers need proper insurance and licensing. City needs resources to respond to complaints, and a simple method to ensure drivers are following rules. Prices need not be set.	1/13/2016 6:14 AM
86	People can contact police if they have a criminal complaint regarding taxi drivers/vehicles. If taxis or limos provide good customer service at a reasonable price, they will be competitive against other tech services ie. Uber, Hailo	1/13/2016 2:32 AM
87	Uber does all of the above.	1/13/2016 12:39 AM
88	The old model is dying, but if you're going to regulate it, you should be thorough. Sudbury shouldn't be left behind the tech evolution though.	1/13/2016 12:35 AM
89	Uber is not safe!!	1/12/2016 10:27 PM
90	City is corrupt so they would just make the whole thing a money grab	1/12/2016 9:33 PM
91	All these things are important to be done by someone but I think the City or a private entity can both do these things.	1/12/2016 8:49 PM
92	people drink and drive cause cabs are unavailable between 12 am and 3 am. I waited over 90 minutes for a cab on a Friday night NOT ACCEPTABLE	1/12/2016 8:20 PM
93	Local government should join the current world and QUIT regulating everything under the sun. Drivers are licenced and insured.	1/12/2016 8:08 PM
94	Not the cities issues	1/12/2016 5:28 PM
95	The fee for a cab from downtown to Hanmer is prohibitive. I strongly believe there would be fewer drunk drivers on the road if there was a more cost effective travel method year long, after the bus services stop running.	1/12/2016 5:26 PM
96	There is more back ground checks done by Uber. There are alot of taxi drivers that would not pass to even become an uber. Due to their passed history with driving. (I know people who drive uber)	1/12/2016 5:26 PM
97	Too expensive to go to the airport. \$\$\$	1/12/2016 5:18 PM
98	I like the idea of Uber for cost cutting but at the same time how do I know who is going to be showing up at my front door? I think that there should be some kind of security for the customer.	1/12/2016 5:13 PM
99	Again, more attention needs to be paid to the driving styles of these taxi drivers. As well as the ability to obtain the ordered taxi to the location requested, no matter how busy (no cab-stealing). More taxis should be on the roads to accommodate bar rushes and shouldn't be filled based on distance - I shouldn't be penalized for living closer to an establishment (and thus being a shorter fare)	1/12/2016 4:23 PM
100	The city should not train. Set the standards and a method of holding companies and drivers accountable. Also establish a system of ensuring compliance and auditing	1/12/2016 4:22 PM
101	stop gouging taxi companies you are only gouging the poor of an extra grocery bag. I could've bought my kids better food, but no...we had to pay 45 dollars to get to the hospital. and you guessed it 45 dollars back home. it certainly doesn't cost 90 dollars gas to drive 4 kms, now does it. no, it does not. enjoy taking food from kids mouths.	1/12/2016 4:08 PM
102	Only if you require the ride share companies to do the same.	1/12/2016 4:01 PM
103	In a city with such high unemployment - we want to bring in a service that could technically put more people out of work. This isn't a city like Vancouver or Toronto where these services help impact larger area (by sq ft) and serve the consumer. We need to think of our hard working taxi drivers, and support them in their business.	1/12/2016 3:27 PM
104	I think that the current taxi availability and pricing is horrible. If the city IS currently regulating pricing its doing a poor job, and the availability (which I can only assume is limited due to licensing costs) it also horrible.	1/12/2016 3:25 PM
105	these questions are difficult to answer. If licensing prevents uber type services then change policy	1/12/2016 3:02 PM

Q9 Please rate your level of agreement with the following statements. For statistical purposes, please provide a response for each row.

Answered: 758 Skipped: 0

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Neither Agree nor Disagree	Total	Weighted Average
It is important that the municipality license or otherwise regulate Uber or similar app-based services in the City of Greater Sudbury.	30.21% 229	20.32% 154	18.21% 138	24.01% 182	7.26% 55	758	3.57
It is important that the City of Greater Sudbury regulates fares charged by Uber or similar app-based services.	26.12% 198	13.59% 103	20.71% 157	33.51% 254	6.07% 46	758	4.00
It is important that the City of Greater Sudbury mandates insurance requirements for Uber or similar app-based services.	38.92% 295	27.31% 207	12.66% 96	15.17% 115	5.94% 45	758	2.89
It is important that the City of Greater Sudbury verifies the insurance coverage of Uber or similar app-based services.	39.97% 303	25.99% 197	13.72% 104	14.64% 111	5.67% 43	758	2.88
It is important that the City of Greater Sudbury trains and screens drivers for Uber or similar app-based services.	28.10% 213	14.91% 113	19.53% 148	30.61% 232	6.86% 52	758	3.87
It is important that the City of Greater Sudbury investigates complaints about Uber or similar app-based services.	44.20% 335	24.27% 184	11.74% 89	15.04% 114	4.75% 36	758	2.75

#	General Comments. This field does not require an answer if it is not applicable.	Date
1	Uber as a company does this already.	1/23/2016 11:00 AM
2	Unless something unlawful occurred, companies should handle their own complaints. The free market should determine prices and companies have the right to hire and train who they want. Insurance and licensing is important though.	1/22/2016 11:38 AM
3	I'm not sure how much governance other municipalities have over Uber drivers in other jurisdictions. I would suggest a level of consistency with their approach.	1/22/2016 11:20 AM
4	It would be difficult to screen drivers or act on complaints, being that this is an app based business.	1/22/2016 11:00 AM
5	I would never use this type of service. Way to many crazy people!	1/22/2016 1:45 AM
6	N/a	1/21/2016 8:48 PM
7	Uber wouldn't be your responsibility, you take a chance when you get in an unlicensed cab but I would because Sudbury cabs are WAY too expensive	1/21/2016 6:58 PM
8	People will have the ability to screen the driver themselves prior to getting in the vehicle.	1/21/2016 6:13 PM
9	Drivers for Uber and other similar services must be held to the same standards as the taxi and limousine industry.	1/21/2016 5:17 PM
10	NOT the cities job. Its a provincial level job	1/21/2016 5:08 PM
11	Cap prices, not dictate. Insurance is needed, license, roadworthy vehicle, but that should all be in place anyway ... right? Should sudbury verify Uber's insurance or the driver's insurance or neither? Does Uber screen drivers? driver records? If you're licensed you should be trained ... right? Complaint investigations can keep things in line.	1/21/2016 4:24 PM
12	Uber drivers and/or vehicles should have a placard so they can be checked	1/21/2016 4:13 PM
13	Uber drivers should follow same rules as taxi services.	1/21/2016 4:10 PM
14	Currently Uber can increase their rates whenever they feel like it (e.g. New Year's Eve). It would also be very scary that there are no background checks on the individuals driving for Uber. For instance what if they have issues with assault, robbery or rape. I would not feel safe ever getting into a strangers car any other time why would them being part of an App make people think they are safe.	1/21/2016 3:49 PM
15	All transportation services should run the same and same rules.	1/21/2016 2:50 PM

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16	Don't let them here. It will hurt current buisness (sic).	1/21/2016 2:40 PM
17	Make sure that drivers do not have police records!!!!!! And that they have lived in the area for long enough that the local police or other agencies know of them. I want to feel safe and know that my daughters and their children will be safe too.	1/21/2016 2:34 PM
18	I would hesitate to give the City a lot of power to change the service. It works great in other municipalities with respect to driver screening and fares. I think if you take your cue from what other cities do, you'll be just fine. If it 'aint broke....	1/21/2016 1:52 PM
19	Learn more about how the uber app works. This survey is only focusing on a small portion of it, not how the company deals with insurance and drivers on their own.	1/21/2016 12:18 PM
20	get your nose out of everything city..	1/21/2016 11:10 AM
21	Don't level the playing field by imposing the same crippling licensing fees that make cabs so expensive. If you must level the playing field then reduce the licensing fees for taxi companies. The taxi system is broken.. it is time we moved on.	1/21/2016 9:47 AM
22	Oh good god if the city got involved you could ruin Uber for Sudbury. Please please please DON'T ruin Uber.	1/21/2016 8:28 AM
23	Uber does a great job of screening their drivers themselves, I have yet to be disappointed in a driver.	1/20/2016 11:38 PM
24	Leave the investigating to the police.	1/20/2016 11:37 PM
25	We don't need the city for anything to do with the business	1/20/2016 11:02 PM
26	Uber does a good enough job of regulating their drivers. No need to waste money on making sure drivers are what Uber already regulates	1/20/2016 10:35 PM
27	Since Uber is not considered a taxi service, the city should not be responsible for the regulation of this service.	1/20/2016 10:13 PM
28	Should Uber come to Sudbury, it would introduce competition in the transport sector. With that said, if cabs had competition, fares may be more reasonably priced.	1/20/2016 9:14 PM
29	Let uber do Its thing .. please don't ruin it sudbury	1/20/2016 8:09 PM
30	They should definitely be screened by Uber or other service	1/20/2016 7:24 PM
31	Minimal regulation is required. Much is already done by the province. As an example the province regulates the need for a drivers license	1/20/2016 6:55 PM
32	Please don't over regulate this industry. Maintain our safety and protect consumers but don't go beyond this.	1/20/2016 6:37 PM
33	The drivers for Uber and other app-based services are already trained and licensed by the Ministry of Transportation. The City shouldn't have anything to do here.	1/20/2016 4:25 PM
34	We need the Uber service in the city of Sudbury. Our taxis are far to slow at pick ups and like to run the meter while you are in the car. For a relatively small city the price to take a taxi is far too high. Also, the quality and appearance of the taxis are unacceptable. Cleanliness and the overall condition of the vehicles is lacking. Uber will open up more opportunity for ground transportation for the citizens of Sudbury. Not to mention a much more comfortable and presentable ride to your destination.	1/20/2016 4:24 PM
35	I find it difficult to believe that Sudbury sees some sort of special privilege in investigating the use and regulation of Uber, when dozens of other cities have already studied this and approved the use of Uber. Sudbury needs to stop wasting municipal tax dollars on this duplicity and redundancy.	1/20/2016 2:10 PM
36	The City of Greater Sudbury ruins most good things that it gets involved in. There is finally an alternate means of transportation being presented as an option. Please just stay out of this...we already pay way too much for a simple cab ride.	1/20/2016 11:19 AM
37	My opinion is that Uber can handle all of this on their own.	1/20/2016 11:00 AM
38	WHAT'S NEXT? IS THE CITY GOING TO SET UP A TAXPAYER FUNDED OPERATION TO INVESTIGATE PRIVATE SNOWPLOW OPERATORS, WINDOW INSTALLERS, ROOFING COMPANIES???	1/20/2016 10:41 AM
39	Uber should have same rules, fees and guidelines as other taxi and limo services.	1/20/2016 8:49 AM
40	I don't care about this. I just want a ride when I need it.	1/20/2016 7:36 AM
41	From what I have read online, Uber has its own screening procedure if someone complains about the service a driver provides to them. I don't think the city needs to step in for that. I am kind of torn on the insurance issue as per my comment above.	1/20/2016 1:40 AM
42	Keep the city out of it. I think there should be federal laws in place. Clients can verify and report if the law is broken if they choose to.	1/20/2016 1:22 AM

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43	To maintain a safe community, regulating the services provided within the city is important.	1/19/2016 8:34 PM
44	I am not 100% in the know when it comes to how Uber operates internally, but something tells me all of the regulation and checks, including driver checks, insurance checks and background driver screening is all done by Uber already, so I do not think the city will need to also do this. People can have a choice in the taxi that they are used to, and will probably be more available as there are more, or they can use an app and choose to be in a car that is definitely in better condition then some of the rust buckets that taxi companies have on the road. I have heard some very shady sounds coming from taxi's, but one thing I know is that Uber ensures their vehicles meet very specific criteria. (from what I have read - maybe I am wrong)	1/19/2016 8:20 PM
45	Why should the city set the fares? All information about the car (über) is told to you before they pick you up, as well as farevprice	1/19/2016 7:27 PM
46	Butt out! Let the market speak for itself The city should be supporting local arts organizations - put your time aka energy into that instead	1/19/2016 6:16 PM
47	Not sure of City's role in investigating complaints. Is this a current practice? Anyone else have oversight?	1/19/2016 10:16 AM
48	Uber is out there to provide competitive rates for ppl who don't want to be in this cities dirty taxis! They are very strict on their drivers to ensure a safe and quality ride. I have put in poor ratings to uber drivers and they have dealt with they swiftly and in a air manner. 3 strikes and your out as an uber driver so they must be on their best behaviour. Too bad the taxi drivers of Sudbury weren't held to the same standards!	1/19/2016 12:58 AM
49	To quote from your website, it is important to ensure that legitimate policy objectives like public safety are met and consumers will benefit with lower prices, higher quality of service, increased convenience, and innovation.	1/16/2016 2:14 PM
50	An unregulated, unlicensed system leaves people vulnerable to economic abuse, as well as physical danger.	1/16/2016 12:13 PM
51	Need Uber or taxis in the valley and to stay here!	1/16/2016 9:07 AM
52	I wouldn't want to be seriously over paying (as seen on the news) during assorted holidays from Christmas Day to New Year's Eve	1/15/2016 10:48 PM
53	Too much oversight will bog these companies down. What is important is ensuring the companies are compliant with proper safety standards and let market feedback handle issues such as price. The only time the city should step in is if there are blatantly illegal or unsafe activities going on.	1/15/2016 10:10 PM
54	see comments as #8	1/15/2016 9:46 AM
55	Safety and liability should be the same for all companies to protect thEm and the consumer.	1/14/2016 3:47 PM
56	The city is failing to oversee cabs and can't possibly oversee uber as well. Bylaw can't regulate the cabs to ensure compliance. It won't happen with uber either. At least if city needs to see insurance it will ad a second layer besides MTO verification who will sometimes issue validation stickers without valid insurance card. Uber needs to be insured in the event of crash. The less regulation will lower costs to uber which will bring cab fares lower to what is more reasonable. They have a monopoly and we are stuck paying excessive fares.	1/14/2016 2:32 PM
57	Uber should be the same as above. They have to ensure that their "fleet" is insured and safe. The city should only have to audit.	1/14/2016 1:49 PM
58	For the most part, these companies already impose strict screening on their drivers and their vehicles. This is not something that the city needs to get involved in themselves. The city should still investigate any problems or complaints.	1/14/2016 9:48 AM
59	Although I agree that the City should verify insurance coverage - I think only one insurance company - Aviva - has even discussed a prospective insurance plan for personal vehicles being used in ride share programs. No premium has even been made available and that policy has not been implemented as of yet. How are you to verify insurance coverage for Uber when proper coverage apparently does not yet exist? Also, enough with these screening/training questions - it is mind blowing that the City of Greater Sudbury thinks that all business activities must go through them. What a waste of taxpayer dollars to regulate absolutely everything to the nth degree - imagine the costs of putting systems in place to do this! Remember the sentence "our city is open for business" that was thrown around so much during Matichuk's term? Let's try to remember that before throwing up barriers (costly ones too) everywhere. Also - Uber can investigate it's own complaints, unless they are criminal in nature, then obviously the GSPS should be involved.	1/14/2016 9:41 AM
60	I've observed how the city's "user fees" have skyrocketed along with property taxes. Let the people have a cheap way to get around without the city's fingers in it.	1/14/2016 8:34 AM
61	Although I don't frequently utilize taxis or public transit in Sudbury, I do frequently drive in your city. For my safety and that of my family, I need to know that those other drivers I am meeting on the streets are governed by rules & safety regulations which are monitored.	1/14/2016 7:44 AM

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62	The City of Greater Sudbury has their hands full gouging hard working people on permits to build on their own land! Stay out of everything. Let the world evolve without your petty bureaucracy.	1/14/2016 12:41 AM
63	Uber is responsible for ensuring the above are done, not CGS.	1/13/2016 10:12 PM
64	I wouldn't hold Uber to the same standard as taxis. Consumers must understand the risks in terms of higher rates during peak hours while using Uber, and potentially take taxis during those times instead.	1/13/2016 8:48 PM
65	Free uber. It's a great service	1/13/2016 7:38 PM
66	In my opinion the city has no right or need to regulate an industry that operates like Uber.	1/13/2016 7:28 PM
67	Uber should be subject to same regulations as taxi and limousine services, and if they were there would be reason for them to exist. Uber as it currently exists places the public at risk.	1/13/2016 6:48 PM
68	Sudbury should not get involved in an otherwise successful private business model.	1/13/2016 6:43 PM
69	Considering the number of negative news stories about UBER drivers, I think they should be subject all the same background checks and insurance requirements that cabs and limos are subject to.	1/13/2016 6:31 PM
70	Na	1/13/2016 6:27 PM
71	Uber is large enough that they can easily 'fire' a driver. Once a driver receives a rating below a certain score, they are automatically fired. I have had nothing but great experiences with Uber, and believe that they will do everything they can to keep their customers happy, otherwise, they will feel the effects of the loss of business. Remember: If people don't like or support Uber, they won't use them. If people don't use them, they will disappear.	1/13/2016 6:22 PM
72	It's just people giving people a ride at a price they can afford, leave them alone... Maybe the reason taxi's are so expensive is because you guys have too many regulations.....	1/13/2016 5:49 PM
73	Why would the municipality even consider "Training and Screening" employees of Uber? That should never ever be within the scope of a municipality's governance.	1/13/2016 5:34 PM
74	Accountability for everyone!	1/13/2016 5:10 PM
75	I will never use the Uber stuff that are more stupid thing out there	1/13/2016 4:14 PM
76	City should not be remotely involved in the pricing of uber.	1/13/2016 4:12 PM
77	I believe that Uber poses a danger in that insurance companies could refuse to cover an accident because the car was being used outside of the terms of the insurance company. Some individuals might choose to take that risk, but what about the other people involved? I would not trust Uber drivers to admit they lack proper insurance. Many would probably believe that they have the insurance they need, and it would not be until the insurance company fights it after an accident that it would become obvious they don't. I am concerned also about the idea of taking regulated jobs and turning them into contract employment. Taxis and Uber provide the same basic service, but Taxis would have the burden of following regulations (that are there for good reasons) and Uber would not. That doesn't seem fair. It doesn't seem safe. I note that in other places there are lawsuits from Uber drivers, about the way in which they are classified.	1/13/2016 3:30 PM
78	We do not you to get involved with Uber as a service. If you get involved with it you will ruin a system that functions well. Stop trying to tax us and concentrate on not spending so much of our money.	1/13/2016 3:24 PM
79	we live in a free country with the option to call a taxi or ...UBER ?	1/13/2016 3:24 PM
80	As above only if Sudbury is the authorizing organisation only then should they investigate complaints/issues.	1/13/2016 3:11 PM
81	Aside from ensuring that ride-share tech companies adhere to insurance and liability requirements, leave them alone. I assure you, they do not need government training, as the current method is developing a "broken" cab system while Uber is obviously meeting customer needs. Why would the city feel they can do a better job at this. Obviously if municipalities were doing a good job in transportation, Uber wouldn't be thriving like it is. Welcome the service to the city, ensure they meet regulatory demands, then let them operate their own business without government meddling.	1/13/2016 2:15 PM
82	Dick	1/13/2016 12:48 PM
83	I think the City needs to stay out of Uber. This is a use-at-your-own-risk app for the public, from the public. Government interference isn't necessary.	1/13/2016 12:42 PM
84	The city should only verify and/or investigate. Anything the city tries to maintain or manage turns to caca, and ends up costing tax payers an arm and a leg, and could very well be better managed by a class of elementary school children.	1/13/2016 11:56 AM
85	A couple questions above are difficult to respond to. It is critical that they have insurance, but the City doesn't have to be involved with enforcement. Likewise, they ought to be regulated - but by the city? As long as they have safety driving credentials, complete insurance coverage, and a safe vehicle - there ought not be other forms of controls affecting supply. The needs of the many ought to outweighs the needs of the few, and more ride options lowers the cost, which results in greater demand, which has many benefits with respect to employment and environmental.	1/13/2016 11:01 AM

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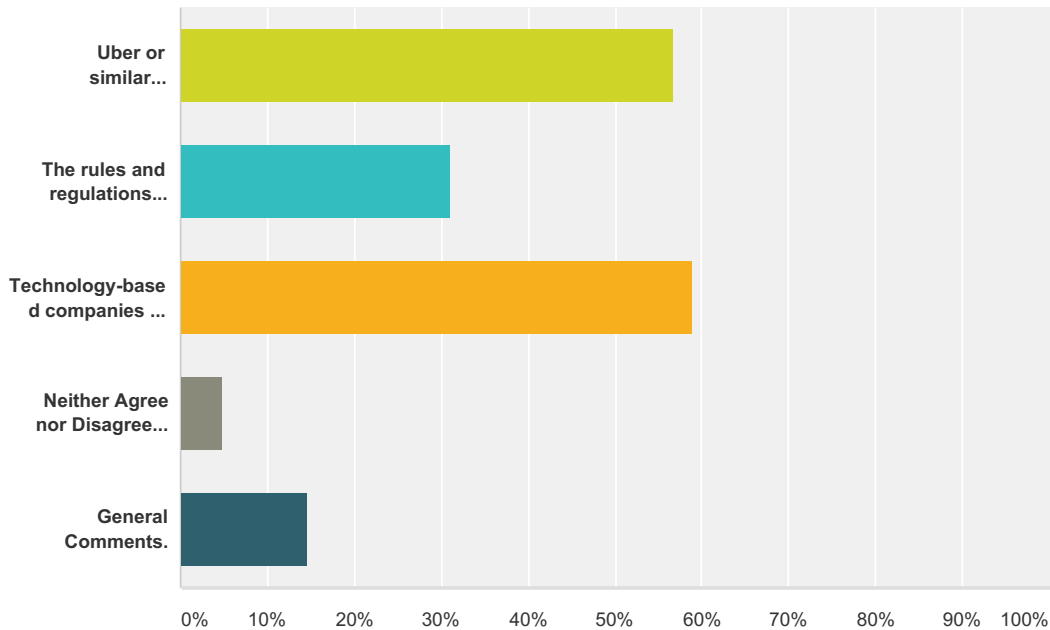
86	If the city regulates Uber drivers and licenses them - prices will be the same as regular cabs. What I would use Uber for is cheaper fares. The prices for cabs in Sudbury is too high.	1/13/2016 10:28 AM
87	The City of Greater Sudbury has no right what so ever to tell people what they can and cannot take	1/13/2016 10:04 AM
88	Same comment as for the last question	1/13/2016 9:51 AM
89	In order to protect the interested of licensed taxis the city should impose the same, or similar regulations of app-based ride sharing services.	1/13/2016 9:30 AM
90	There is no need for the city to meddle in the affairs of a tech startup like Uber. Their insurance is more than sufficient. By doing so, the city opens the door for a pile of other bureaucratic red tape on other services like airbnb, food delivery services. It is up to insurance companies to cover individual insurance of the drivers. They need to adapt to these disruptive technologies. When driver less taxi's arrive within 10 years, all these resources wasted on trying to regulate disruptive tech like Uber, you will have spent millions in resources for nothing. 5000 of these driverless taxi's are hitting the street in NYC this year. The days of tapping a button and have an actual uberless driver are already numbered, as well as chauffeured taxis. Autonomous taxi's will be the norm and that is where the city should start spending their resources. The snow currently poses an issue for immediate autonomous tech in most of Northern Canada, but this is only a matter of time until it's resolved.	1/13/2016 9:10 AM
91	Again, I think this is an accepted risk of the person choosing to use the cheaper Uber service over the more expensive but licenced traditional taxi service.	1/13/2016 8:42 AM
92	Again, regulations and licensing is Very Important to me	1/13/2016 8:10 AM
93	The only involvement I want from the City is to verify insurance. Uber is doing an excellent job at responding to customer complaints, training drivers, and providing a competitive rate. I want to see as little involvement by the City as possible. Historically the City of Sudbury has proven to be extremely inefficient at overly bureaucratic in everything they do. If the City gets involved we will never get Uber in Sudbury.	1/13/2016 7:38 AM
94	I do not think the City of Greater Sudbury should allow Uber or other rideshare services to operate here.	1/13/2016 6:45 AM
95	if there is a market for uber , it will make money? fix the taxi service and uber won't have a market.	1/13/2016 6:37 AM
96	Free market. Let the market dictate.	1/13/2016 12:47 AM
97	Seems to me that that all this oversight should be from uber's end not the city's. They are the ones enabling the service and taking their cut.	1/13/2016 12:35 AM
98	It should be like Ottawa and elsewhere. If they regulate then so be it. It works there and it's great!	1/12/2016 11:47 PM
99	No to Uber!!	1/12/2016 10:27 PM
100	Anything managed by the city of Sudbury will be garbage... They would just Fuck it up like every thing else done here	1/12/2016 9:33 PM
101	The City shouldn't spend resources meddling in a private company's affairs. Tax dollars are better spent on higher priority items like crumbling infrastructure or homelessness.	1/12/2016 8:49 PM
102	Uber is not like a taxi service where someone needs strong knowledge of an area, the app gives great direction.	1/12/2016 8:19 PM
103	Stay out of regulating Uber. We have the worst taxi service in the modern world. Uber fills the need that taxi service fails. It's ride sharing! Let us share!	1/12/2016 8:08 PM
104	Fares definitely need to be regulated so we don't suffer from surge pricing.	1/12/2016 7:35 PM
105	we do not need uber	1/12/2016 6:58 PM
106	Uber is a public company and should be treated as such; if their service is poor it should not fall to the responsibility of the city and the city should not weigh in on their formula.	1/12/2016 6:15 PM
107	Not the cities issues	1/12/2016 5:28 PM
108	We need fix fee. No fluctuations in cost for a ride.	1/12/2016 5:18 PM
109	if by regulate fees, you mean, find ways to make them as high as possible so you can claim a cut? the no....GTFO of my purse.	1/12/2016 4:08 PM
110	People need it because there are not enough cabs. People do not need the city trying to micro manage them.	1/12/2016 4:06 PM
111	individuals driver's for uber must provide the same insurance. They use their cars. Uber does not insure driver's just a back ip for customer if driver's fail to have proper insurance	1/12/2016 4:01 PM
112	There should be provincial insurance requirements - this is not a city issue.	1/12/2016 3:54 PM

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113	If they have the insurance to operate a commercial vehicle, then they should not be barred from being part of a ride share program. The city should lower the fee for the licensing if they are going to require it.	1/12/2016 3:27 PM
114	The best paid vehicle services I have used in the past year have all been Uber. The drivers are courteous and kind, the service is prompt and since the payment is done online, not only is there no awkward payment/tipping moment, but as soon as you are at your destination, you just get out. And since many of these drivers only work when the demand is higher, there is no lack/surplus of drivers on a monday morning compared to a saturday night. when the demand is there, the drivers are there.	1/12/2016 3:25 PM
115	In my experience speaking with Uber drivers, they were very thoroughly screened by the company before being hired, and still had very positive comments about working for the company.	1/12/2016 3:20 PM
116	allow the service... but i also appreciate safety and insurance... however. ...its my choice to hitch a ride or not	1/12/2016 3:02 PM

Q10 Which of the following is closest to your personal point of view? Please check all that apply.

Answered: 758 Skipped: 0



Answer Choices	Responses
Uber or similar app-based services do not need to be as regulated as a licensed taxi or limousine service. Ultimately, it is the responsibility and choice of consumers whether or not to use technology-based companies and ride share systems.	56.73% 430
The rules and regulations that apply to licensed taxi and limousine companies should apply to technology-based companies and ride share systems to protect consumers and to provide a level economic playing field.	31.13% 236
Technology-based companies and ride share systems have potential to increase ground transportation options in communities outside the urban limits of Sudbury.	58.84% 446
Neither Agree nor Disagree with any answer.	4.75% 36
General Comments.	14.51% 110
Total Respondents: 758	

#	General Comments.	Date
1	Taxi service here is embarrassing. When out of town, I use Uber whenever I can. I spend less money in city establishments because taxis are too cost prohibitive.	1/24/2016 10:18 PM
2	Uber is safe and affordable for its users.	1/23/2016 11:00 AM
3	Competition keeps prices down. If Uber does it better, then for gods sake let them in Sudbury. If you want taxi companies to remain competitive with Uber, don't bog them down with so many licensing fees where they can't remain competitive. I also don't think you should bog down Uber with licensing fees either. At the end of the day, municipal governments shouldn't decide what consumers want, if taxis go under, it is their fault for not adjusting their business model (assuming there is a level economic playing field).	1/22/2016 11:38 AM

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4	I think uber would be extremely beneficial to Sudbury, especially in the valley. There have multiple times that I've called a taxi and they didn't show up, when I called back after a few hours, they told me it shouldn't be much longer. They never showed up. Every single time. I've also had to pay 100 dollars for a cab to bring me home from town to capreol after going out with some friends. It does NOT take 100 dollars in gas to drive for a 1/2 hr -45min.	1/22/2016 10:57 AM
5	None	1/22/2016 9:17 AM
6	N/a	1/21/2016 8:48 PM
7	It's all about the cost. I find the taxi fares way to high in this city. I have had visitors who have also complained about it being more expensive then cities in southern Ontario.	1/21/2016 4:39 PM
8	uber has to play by the same rules as other taxi companies. why should they be above the law. and if they get around that why cant taxi companies also?	1/21/2016 4:26 PM
9	Minimum requirements must be met. (license, insurance, driver record, vehicle safety.) Does Uber already verify that?	1/21/2016 4:24 PM
10	They should NOT be allowed. There i no need. If they are allowed and anything such as non-insured accidents causing damage or harm, the City should be responsible.	1/21/2016 4:13 PM
11	We need better service in the valley. That is the bottom line! When my son was out at a bar in town, no taxi would take him back to the valley for fear of loosing a multitude of shorter distance fairs as opposed to one larger distance fair. As a concerned parent, it frustrated me knowing that he was stranded in town with no way of getting home. He finally got a taxi service to agree but was charged over \$80 to bring him from the Grand nightclub to our home in Val Therese. The driver only accepted cash. This his highway robbery but on the brighter side, he was home safe.	1/21/2016 4:10 PM
12	Just keep our existing taxi businesses. Don't allow Uber and related taxi business into Sudbury and area etc. I wasn't able to attend the meeting (not well) but, I've over heard people discussing this issue and they aren't pleased with Uber and same companines in Sudbury.	1/21/2016 2:34 PM
13	Uber isn't a taxi, it's a new model, so why are you trying to force the old rules on it? Taxi's need to change and adapt, the ability to have a service on demand, and have them directly accountable is important. Another important program that I'd look forard to is UberPool, finding a temporary or permanent carpool situation that includes cost sharing... that's HUGE, the traffic in Sudbury is ATROCIOUS, and we need to do all we can to make it work. Letting Uber in is way easier than making the system bigger	1/21/2016 1:52 PM
14	We need other options to eliminate drinking and driving	1/21/2016 1:42 PM
15	Uber Drivers should have a Drivers License for carrying passengers - not just a general licence.	1/21/2016 11:58 AM
16	Uber and other app based rides function as they are and would increase economic value and ease of transportation in the greater Sudbury area.	1/21/2016 10:23 AM
17	Please allow Uber to enter Sudbury as fast as possible. The state of public transportation (including taxi service) in Sudbury is hindering the great potential of this city. People drink and drive here more than anywhere I have seen because no alternative exists to get around this spread out city. Taxis are not available on weekend nights as they purposely avoid downtown areas on weekends. The buses don't run late at night and don't go where we need them to go to get home. From an economic perspective Uber makes sense as it will reduce the need for costly bus routes that serve only a few people. From a public safety perspective, Uber makes sense as it will reduce drinking and driving (probably by a lot) as well as preventing people from being stranded in the cold with no way to get a cab and no way to get home.	1/21/2016 9:47 AM
18	Since the city doesn't currently regulate the taxi company I don't know why they should start using tax dollars to do so. The issue of taxi drivers smoking in vehicles has been complained about for years and nothing has been done. The city needs to allow uber to come in and create a competitive market in order for the cab companies to upgrade their vehicles and the service provided.	1/20/2016 11:38 PM
19	Please let uber operate	1/20/2016 11:02 PM
20	Coming from Toronto to Sudbury to go to school, I use uber all the time at home. Never once have had a problem and for students this service is like a god send. The bus system in Sudbury, especially on the weekends is limited and everything is so far away when commuting to and from places making it an annoyance to take the bus, and taxis are awfully expensive. Uber would be a great addition to the city, taxis would not suffer	1/20/2016 10:34 PM
21	I have heard the argument that Uber drivers are 'scabs'. I believe that Uber is very much a service "for the people, by the people". It is popular in larger cities because it is convenient and it works. I have used it in Toronto and I love it. Not only would I use it, but would also consider driving for uber	1/20/2016 9:14 PM
22	I believe that Uber coming to Sudbury is a great idea! I would use it very frequently and believe it would help to limit drinking and driving	1/20/2016 9:02 PM

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23	As someone from the outskirts of Sudbury, ride sharing and app based rides are perfect for people who are usually waiting 1-2 hours for a taxi.	1/20/2016 8:16 PM
24	Let uber do its thing, please don't ruin it with all your stupid regulations, sudbury!	1/20/2016 8:09 PM
25	Uber is great and I use it in many other cities.	1/20/2016 6:55 PM
26	Uber is not the entire solution but it will help improve the poor public transit in this city. Sudbury is very spread out and it is not economical to have empty buses running to obscure places that only a handful of people go to.	1/20/2016 6:37 PM
27	Many taxis refuse to drive outside of Sudbury	1/20/2016 4:05 PM
28	Like Trudeau said.. it's 2015. Get with the times.	1/20/2016 12:20 PM
29	I find it ridiculous that the first option implies that consumers should ever NOT have the choice to use tech-based companies.	1/20/2016 11:00 AM
30	LET THE MARKETPLACE DECIDE W/O TAXPAYER FUNDED BUREAUCRACY, WHAT SERVICE IS UTILIZED, OR, ELIMINATE ALL TAXI/UBER TYPE SERVICES BY PROVIDING A COMPREHENSIVE CITY WIDE TIMELY BUS SERVICE!	1/20/2016 10:41 AM
31	Uber drivers always seem to get attention eg.refusing to pick up a woman in labour. I would use a well established taxi company already existing in this city and if need be walk rather than use uber. If allowed in this city the people will make or break uber.	1/20/2016 9:24 AM
32	I think that, the first line is the most important: It is the responsibility and choice of consumers. We are ultimately responsible for our own decisions. People don't like to take responsibility anymore for their own choices and this has led to over-regulation and fear of reprisal that are above and beyond anything reasonable.	1/20/2016 1:40 AM
33	I think the bottom line for me, that this survey does not really address, is weekends which is a real problem with cab companies. They are probably fine during the week. But late night weekends, when we are trying to prevent drinking and driving, etc., a responsible grown adult is treated like a clown, cabs do not show up, or do not wait for longer than 30 seconds outside a house, operators are rude, and demand in response time and quantity of cars is not met. There is no reasonable competition, and it has been like this for years. I consistently am stuck waiting for an hour or more, I've often needed rides from houses (not downtown bars), and have been stuck or had a no-show. I'm fed up with taking cabs and being treated like a joke because I am out at 2am on a saturday. The simple act of calling my cell when the car arrives is unheard of with Sudbury's companies, it's about time they had some real competition so that they can pick up their socks. Sudbury needs more accessible transportation at certain times, and I think Uber will provide it.	1/20/2016 1:22 AM
34	Über was FANTASTIC in Las Vegas! We saved a LOT of money and the service was excellent.	1/20/2016 12:39 AM
35	Uber and other technology based companies should follow the same regulations as they apply to safety and they should be enforced. The city should not regulate fares. Price should be determined by the market. Taxis are too expensive in this city. If Uber and other technology based services can to it for cheaper and be as safe, then that is fair. This will add competition in the market and bring down prices.	1/19/2016 8:54 PM
36	Getting into a car with a total stranger is unadvised, at least the taxi drivers have to be vetted first. How do you know that the uber driver is not some crazy person?	1/19/2016 7:53 PM
37	It will strongly effect on local taxi companies.	1/19/2016 2:35 PM
38	It is important that the City of Greater Sudbury permit affordable taxi services between the core and outlying, amalgamated communities. Currently, a round trip from Capreol to Sudbury is prohibitive. Uber is an ingenious market response to a clunky, costly service. Municipal involvement & regulation would create complexity, inefficiency, augment city operating costs (labour and resources to enforce regulations), and reduce benefit to citizens via suppression of competitive market forces. Strongly suggest you relax restrictions on cab companies instead, to enable them to compete more effectively and better service all of Greater Sudbury.	1/19/2016 10:47 AM
39	New competition like Uber can have potential to service areas of Sudbury that receive poor transportation services.	1/19/2016 10:16 AM
40	Cities everywhere have added all sorts of rules and regulations on taxi services. Uber may be a new model because it uses new technology, but it is a service that provides transportation to the public. Whatever is finally decided it should be one set of rules for the industry, taxi and Uber, a level playing field.	1/19/2016 8:17 AM
41	I also use taxi to visit friends in Hanmer and Valcaron and the price is extremely steep.	1/19/2016 8:03 AM
42	Uber drivers are already held to a very high standard. If you try to control it too much they will not come here and as such the city will lose out on a very progressive type of transportation. Please allow them to try it here as they currently operate in cities like Toronto. There is a reason why consumers are choosing them over taxi drivers!!	1/19/2016 12:58 AM
43	Our city would benefit greatly from a liberalised taxi market. In essence, taxis should be deregulated upon the advent of ridesharing technology, allowing competition to foster.	1/18/2016 12:25 PM

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44	I use a taxi mostly when out drinking. Now taxis can refuse you if they suspect you are drunk? I had a client stagger and the taxi just drove off. It's time for some competition for our taxi companies.	1/17/2016 6:20 PM
45	Please review your taxis services in the valley. ...impossible to get taxis here on weekends and during the week sometimes.	1/16/2016 9:07 AM
46	Greater sudbury is a huge geographic city where each citizens has 22 square km of land. That said uber taxis would be very useful for areas that has very little to no transit services.	1/15/2016 10:48 PM
47	Sudbury needs to drastically improve it's public transit. After spending time in Vancouver and seeing what a well-managed and implemented public transit system is like it is mind boggling that more cities haven't done the same. Much could be resolved by simply improving the bus service to make it more reliable and convenient. Vancouver's recently implemented night buses are a good example of this, as is leveraging modern technology to make it easier for riders to plan and map their trips.	1/15/2016 10:10 PM
48	Practice what is preached! Bring every available option to the citizens.	1/15/2016 11:54 AM
49	Uber drivers will cause a lot of problems in Sudbury.	1/14/2016 8:16 PM
50	Sudbury needs bus service to the airport.	1/14/2016 4:36 PM
51	This will help with affordability for safe rides home as well as rides for people in rural areas.	1/14/2016 3:47 PM
52	These companies put people (people who need rides as well as people employed with Taxis who cannot compete with these largely unregulated positions).	1/14/2016 3:30 PM
53	Cabs in Sudbury cost too much; and there is no value in money spent. Further options on weekends are limited and rides in lively; Garson, Capreol are non existent. Seniors who can no longer drive are getting raked across the coals to get errands done.	1/14/2016 2:32 PM
54	The communities in the outskirts of Sudbury have very poor taxi service and would benefit from Huber or a ridesharing program	1/14/2016 9:05 AM
55	I like the idea of technology based ride share programs, and I dont think that they should necessarily have great restrictions as to how they are run. I do think however; that they do need to be regulated and it is a major issue that currently virtually none of these drivers are insured.	1/14/2016 8:05 AM
56	Although I don't frequently utilize taxis or public transit in Sudbury, I do frequently drive in your city. For my safety and that of my family, I need to know that those other drivers I am meeting on the streets are governed by rules & safety regulations which are monitored.	1/14/2016 7:44 AM
57	Our choice, I don't know a soul who asked the City to regulate anything. The world will go on without you all finding something to do today on taxed money.	1/14/2016 12:41 AM
58	Taxi service within the city is abhorrent, especially during busier times. Embracing Uber & other companies adds competition to prices and increased availability would cut back on those faced with a decision to drive impaired vs waiting hours in the cold for a taxi.	1/13/2016 10:17 PM
59	Moved here a year ago. I'm astounded by how awful the taxi service is here. Truly disappointing. I didn't think I could get UBER here. I'll use that for sure next time!	1/13/2016 9:11 PM
60	It is so difficult to get a cab especially on the weekends, the fares are somewhat outrageous and many companies do not go to outlying areas. uber would only create a more competitive market and cab companies would have less of a monopoly on the system. Unfortunately this may affect people's family's as it could be difficult to compete with uber fares, but it's time for change.	1/13/2016 8:40 PM
61	All taxis including Uber should use trained drivers and have insurance. Rates should not be fixed.	1/13/2016 8:39 PM
62	Please bring in uber	1/13/2016 7:38 PM
63	In using Uber across North America and talking with drivers I found Urber driving was used to support people doing other jobs, thus not taking work from an area but actually strengthening employment.	1/13/2016 7:15 PM
64	See general comment above.	1/13/2016 6:48 PM
65	Na	1/13/2016 6:27 PM
66	It is not the role of municipalities to interfere with Free market enterprise. the post office and email exist... its been 30 years and they still are both around..	1/13/2016 5:34 PM
67	Taxis are expensive and the service is not reliable. People should have alternative options. If anything mandate uber to properly pay their drivers.. If the taxi drivers think uber drivers are getting a better deal, then can't they drive for uber instead?	1/13/2016 5:10 PM

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68	Uber is is bull shit and takes away from real people	1/13/2016 4:14 PM
69	I worry about Uber making taxi companies unsustainable. The city could require taxi companies to provide services to outlying areas - they cannot enforce that with Uber. Taxis are available for those without smartphones. Uber is not. Uber allows drivers to pick who they like and dislike. It allows discrimination towards individuals. The rating system is very subjective. People can be rated down because they talk too much, or because they don't talk enough. A person having a bad day could result in that person being rated down. An autistic person or person with a developmental disorder resulting in acting a little odd could find it impossible to get a ride. Uber must not be allowed to skip over the regulations that taxis face in order to drive taxis out of business.	1/13/2016 3:30 PM
70	our taxi systems have forever ruled the street! its ball time	1/13/2016 3:24 PM
71	UBER needs to happen, I've had countless cabs stolen by drunk idiots while waiting in the frigid cold. UBER would give better response time as it is an app with specific location and mapping abilities. Also my last cab driver smoked meth while driving doing donuts.	1/13/2016 3:11 PM
72	Uber or any like service must be treated same as a taxi service ... free enterprise without interference from the city of Sudbury	1/13/2016 3:11 PM
73	I am just worried that someone is going to use this ride share program and the driver might be a criminal of some sort...eg. murderer, kidnapper, thief, ect.	1/13/2016 2:52 PM
74	Bottom line, don't think government can do a better job than private enterprise. You can't. Period.	1/13/2016 2:15 PM
75	Dick	1/13/2016 12:48 PM
76	I don't agree with the statement that the purpose of the regulations should be "to provide a level economic playing field". The purpose of regulation should be safety.	1/13/2016 12:05 PM
77	The City doesn't regulate Tripadvisor and Air BNB so why regulate Uber?	1/13/2016 11:27 AM
78	I like the fact that with Uber you will know the fare before you depart as well as the ability to see how far a driver is from you. The standard response from the cab companies is about 15 minutes wait, and I sit outside in the cold for 30+ minutes. The ability to contact Cabs on busy nights is also an issue. I have been fed up several times trying to get a cab and I have called more than one cab company to pick me up. Calling during a busy time (12pm and later on weekends) is almost impossible to get a timely cab. At least with Uber I can tell how long it will take and how much it would cost prior to waiting outside with no idea how long it will actually take. And I hear Uber has cheaper fares.	1/13/2016 10:28 AM
79	I feel that the playing field should be equal for taxis and Uber style transportation.	1/13/2016 9:45 AM
80	Tech-based ride sharing is different from taxi/cab/limo with regard to functionality and overall operations. Tech-based ride sharing should be regulated, but not in the same light as taxi/cab/limo	1/13/2016 9:43 AM
81	Comment	1/13/2016 9:40 AM
82	I am concerned that by allowing app-based services to operate free of regulation our local taxi industry will not be able to sustain itself limiting the availability of regulated ground transportation services in Sudbury. This is dangerous for people with accessibility needs, visitors and people on fixed incomes who cannot handle surge pricing or tolerate the risk of un or under insured operators.	1/13/2016 9:30 AM
83	I don't like the way the city regulates the current taxi system. Taxis are too expensive. There are issues with only certain taxis being able to service the airport (it should be MY choice who drives me to and from the airport, not the city's). I encourage competition. The only concern is making sure drivers are insured, and hold the appropriate licence, not suspended. That type of thing. Otherwise, let market forces sort it out.	1/13/2016 9:18 AM
84	You can't regulate innovation, or stifle competition. Taxi companies need to find a way to compete just like any other industry.	1/13/2016 9:13 AM
85	Uber Hop presents a great opportunity for Sudbury's sprawled urban reaches. City transit is completely inadequate for these outlying areas. For example, from Coniston to downtown could take me under 20 minutes by car, under 30 minutes by services like Uber and well over an hour by transit. Traditional ride sharing, or carpooling is likely the largest used means of transportation for these communities outside of single occupancy vehicles. Uber Hop is a great alternative for seniors, young, and anyone who does not have access to a vehicle to pay for HOV rides into town.	1/13/2016 9:10 AM
86	I also believe the City of Sudbury should ease up on licensed taxi and limousine regulations. This would also serve to provide a level economic playing field. Fares will decrease as more taxi drivers compete for business.	1/13/2016 7:38 AM
87	I agree with requiring all drivers (whether taxi or uber, etc) to have valid licenses and insurances; but as far as regulating costs - I think that is more up to the companies themselves and the people who choose to use that service to be aware of costs ahead of time. It would make sense to have a shared program between taxi drivers and "ride app" drivers, wherein a taxi driver should be free to be a driver on an app-program and/or better technology could be put in place to hire taxi companies already in place.	1/13/2016 7:06 AM

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88	We need to be able afford to take a cab home to help eliminate drinking and driving	1/13/2016 7:05 AM
89	If Uber is to be allowed, it should have to follow the same rules as other licensed taxi services. I believe the use of the term "rideshare service" is a misnomer because it is a taxi service and should be regulated as such	1/13/2016 6:45 AM
90	Especially in terms of trips to the airport, Uber will be a godsend. That or the city needs to implement a reasonable flat fare. As the city grows, so will the airport and there needs to be an affordable way to get all the way out there and back that doesn't cost as much or more than the airfare itself.	1/13/2016 12:35 AM
91	Uber is what taxi companies should of been. Convenience, low prices and ease of access. But there's not a single taxi company in Sudbury that can accomplish that. And now because of their ineptitude Uber has become a thing. And Uber is what I want.	1/13/2016 12:23 AM
92	Most cities use the light on the top of the taxis to indicate that they are available or have a fare, Sudbury should follow suit. Also, more transportation options should be made available between midnight and 3 am on weekends to prevent intoxicated driving. There are nights where it could be a 2-3 hour wait for a taxi and people end up making poor choices. The lack of transportation is not an excuse for those poor choices but it may encourage better choices.	1/12/2016 10:39 PM
93	Current taxi companies do not have enough drivers to cover capacity on "bar nights". This can often lead to more serious issues such as drinking and driving.	1/12/2016 10:38 PM
94	Other than ensuring insurance requirements are met for Uber drivers, stay out of the fare rates and investigating complaints. That would cost taxpayers for administration when in fact this service adequately self-polices as it lives or dies from user reviews and depends on user satisfaction. Taxi services need to learn from and adapt to the Uber model, not oppose it, or they will soon be extinct.	1/12/2016 9:07 PM
95	Uber could be much more convenient for customers and they have an idea of where the taxi is rather than wait and hope that the taxi arrives.	1/12/2016 8:51 PM
96	I think that user or other ride share programs should be available. Taxi companies can lower their rates and be competitive.	1/12/2016 8:26 PM
97	These are very different platforms, using the actual platform quickly clarifies that this is not simply another form of taxi. They are very different services please do not try and regulate Uber or like services into the broken Taxi model.	1/12/2016 8:19 PM
98	What do taxi regulations actually do?	1/12/2016 8:14 PM
99	Be a first in Ontario - welcome Uber with open arms!!!!	1/12/2016 8:08 PM
100	From my understanding, uber has a comprehensive screening process for drivers, mandates insurance, and also uses a review system. For these reasons I do not feel the regulations need to be as strict.	1/12/2016 7:31 PM
101	It's very difficult to get a taxi in Hanmer. And impossible after midnight. This is a real problem for many Valley East residents who are perhaps drinking in a Valley East establishment and want a ride home to a Valley East residence.	1/12/2016 7:09 PM
102	The title "ride sharing" is a misnomer, Uber *is* a taxi service. Their model for pickup and payment is different and certainly convenient, but as for regulation, I'd expect the same level of safety and insurance as any licensed taxi service.	1/12/2016 6:54 PM
103	-tired of waiting in -20 weather after the bar because i cant get a ride from a cab. or when i do get a cab waiting 2 hours for it to show up	1/12/2016 6:35 PM
104	If the city of Sudbury allows ride share programs I believe it is important that such programs are regulated through an authority the same way taxi companies are in order to protect everyone.	1/12/2016 6:20 PM
105	I am very familiar with Uber, as I know people who use the service in Ottawa and Toronto - would LOVE the convenience and choice this would create for Sudburians. We need to move forward and have the same services in our city. Some of the cab drivers in Sudbury are maniacs but you don't know until you are in their car - with Uber the drivers have a rating based on their driving...list goes on and on....	1/12/2016 5:46 PM
106	More competition and options are long overdue for citizens of the GCS. I've been hoping Uber would make it to our humble city.	1/12/2016 5:39 PM
107	Uber is the future. Jump on	1/12/2016 5:28 PM
108	if it provides a cheaper alternative that cant be GOUGED by The MAN, then good....its none of your business anyhow. people should be able to live as freely as possible, without hurting others. you don't need a portion of all dollars, you got enough raises in the past 5 years to survive. stay out of my purse. household income, only as low as 39k? are you serious, most Sudburians make less than 25.	1/12/2016 4:08 PM
109	Not only does Uber not need regulation, but taxis should be deregulated to make it easier for them to compete.	1/12/2016 4:05 PM
110	same rules as taxi	1/12/2016 4:01 PM

Q11 Where do you reside in the City of Greater Sudbury?

Answered: 758 Skipped: 0

Answer Choices	Responses
Bleazard Valley	0.40% 3
Capreol	1.32% 10
Chelmsford	2.24% 17
Copper Cliff	1.98% 15
Donovan	2.77% 21
Downtown Sudbury	10.29% 78
Falconbridge	0.40% 3
Flour Mill	1.72% 13
Garson	4.22% 32
Hanmer	4.75% 36
Lively	3.17% 24
McCrea Heights	0.40% 3
Minnow Lake	6.99% 53
Naughton	0.66% 5
New Sudbury	13.19% 100
Rayside Balfour Rural	1.58% 12
South End Rural	2.37% 18
South End (Sudbury)	21.77% 165
Val Caron	3.69% 28
Val Therese	1.72% 13
Valley East Rural	0.26% 2
Walden Rural	0.00% 0
West End (Sudbury)	6.20% 47
Whitefish	0.40% 3
Other (please specify)	7.52% 57
Total	758

#	Other (please specify)	Date
1	Wanup Area	1/28/2016 3:32 PM
2	not identified	1/28/2016 2:03 PM
3	Coniston	1/28/2016 2:00 PM

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4	Coniston	1/24/2016 11:08 AM
5	Azilda	1/24/2016 9:17 AM
6	Dowling	1/22/2016 2:48 PM
7	Close to downtown but not within walking distance to the bus station.	1/22/2016 11:38 AM
8	Hwy 17 west - Worthington area	1/22/2016 11:00 AM
9	No	1/22/2016 9:17 AM
10	Moonglow	1/22/2016 7:26 AM
11	Levack	1/22/2016 1:45 AM
12	Dowling	1/21/2016 6:59 PM
13	Laurentian University	1/21/2016 6:58 PM
14	Azilda	1/21/2016 3:23 PM
15	Rintala Road	1/21/2016 2:40 PM
16	Coniston	1/21/2016 1:42 PM
17	Laurentian University	1/20/2016 11:20 PM
18	Laurentian	1/20/2016 11:13 PM
19	Laurentian Campus	1/20/2016 11:12 PM
20	Coniston	1/20/2016 3:20 PM
21	Dowling	1/20/2016 2:55 PM
22	azilda	1/20/2016 10:32 AM
23	Azilda	1/20/2016 9:57 AM
24	Coniston	1/20/2016 9:24 AM
25	hospital area	1/20/2016 8:49 AM
26	McKim area	1/19/2016 9:05 PM
27	Gatchell	1/19/2016 10:16 AM
28	Wahnapiatae	1/15/2016 1:31 PM
29	The Down-a-van, aka Uptown, the part of downtown between the Donovan and Downtown.	1/15/2016 11:52 AM
30	Skead	1/14/2016 7:10 PM
31	Azilda	1/14/2016 5:30 PM
32	Azilda	1/14/2016 12:59 PM
33	skead	1/14/2016 11:53 AM
34	Hospital Area - Central Sudbury	1/14/2016 9:41 AM
35	Espanola - with frequent trips to Sudbury	1/14/2016 7:44 AM
36	Coniston	1/13/2016 4:14 PM
37	levack	1/13/2016 2:52 PM
38	Hospital District	1/13/2016 2:09 PM
39	Dick	1/13/2016 12:48 PM
40	Azilda	1/13/2016 12:04 PM
41	Estaire	1/13/2016 11:48 AM
42	Gatchell	1/13/2016 11:34 AM
43	Hospital area	1/13/2016 11:27 AM
44	Skead	1/13/2016 10:50 AM

Ride Sharing Public Opinion Survey

45	where is AZILDA on your LIST?..... this is exactly why C.G.S should stay out of Uber's affairs	1/13/2016 10:04 AM
46	Coniston	1/13/2016 9:51 AM
47	Comment	1/13/2016 9:40 AM
48	Wahnapitae	1/13/2016 9:30 AM
49	Coniston	1/13/2016 9:10 AM
50	coniston	1/13/2016 8:51 AM
51	Coniston	1/13/2016 12:39 AM
52	Valley East and Naughton	1/12/2016 11:47 PM
53	Gatchell	1/12/2016 9:52 PM
54	Azilda	1/12/2016 8:08 PM
55	Long lake	1/12/2016 7:31 PM
56	Toronto	1/12/2016 5:07 PM
57	Dowling	1/12/2016 2:58 PM

Q12 (Optional) What is your annual household income?

Answered: 655 Skipped: 103

Answer Choices	Responses	
\$39,999 or less	20.15%	132
\$40,000 - \$59,999	14.96%	98
\$60,000 - \$79,999	17.10%	112
\$80,000 - \$99,999	15.27%	100
Over \$100,000	32.52%	213
Total		655

Q13 What is your age?

Answered: 758 Skipped: 0

Answer Choices	Responses	
18 - 34	54.35%	412
35 - 44	20.32%	154
45 - 54	12.27%	93
55 - 64	9.23%	70
65 +	3.83%	29
Total		758