

Request for Decision

Options for Taxi Regulation - Response to Airport Contract Award

Presented To: Operations Committee

Presented: Monday, Jun 17, 2013

Report Date Wednesday, Jun 05, 2013

Type: Presentations

Recommendation

That the City of Greater Sudbury direct staff to conduct consultation with the taxi industry and the public and report on a new comprehensive Taxi, Limo and Shuttle Transportation By-law regulating taxi transportation services pursuant to one class of license explained by Option 3 in the report dated June 5, 2013 from the General Manager of Growth and Development.

Background

An information report heard by Operations Committee on February 4, 2013 summarizes the current taxi licensing program and introduces the initiative by the Greater Sudbury Airport Community Development Corporation (SACDC) to procure contracted Ground Transportation Services (taxi and shuttle services) to and from the Greater Sudbury Airport. The report also explains the procurement process, milestone dates and suggests that there may be requests for amendments to the taxi by-law to facilitate the contracted services and respond to requests from the industry. (See attachment 1 to this report)

Staff have received unsolicited comments and concerns from some of the affected taxi owners and drivers, but have not fully consulted with all stakeholders as indicated in previous reports. The Committee received the report for information and directed staff to “conduct a review of the Taxi, Limousine and Shuttle By-law related to the taxi licenses as a result of the airport contract award.” The minutes of the committee meeting were approved by Council during its meeting of February 26, 2013. (See attachment 2 to this report)

Airport Ground Transportation Award

The procurement of taxi and shuttle services at the Greater Sudbury Airport is complete. The SACDC Board unanimously approved the award of the Ground Transportation Contract to Sudbury Cab Corporation. The Greater Sudbury Airport will be working closely with Sudbury Cab to transition to the new service, targeting a July implementation date.

Signed By

Report Prepared By

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Recommended by the Department

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The contracted service will have exclusive rights to pick up fares at the airport and will be licensed pursuant to the Taxi By-law, 2008-180, through the issuance of Shuttle Licenses, Zone 2A Taxi Licenses and Taxi Drivers' Licenses.

The Sudbury Airport has taken on responsibility to ensure that the current taxi owners are notified of the implementation date. There are 11 Zone 2A taxi owners and drivers that will discontinue the use of their taxi for service at the airport as a result, but may continue to operate in the areas outside the old former City of Sudbury. All other licensed taxi owners and drivers may be affected indirectly due to the loss of service they provide customers picking up at the airport on a pre-arranged basis.

Current Taxi Licensing By-law Review – Taxicab Licenses based on Zones

The current Taxi Licensing By-law sets out 3 classes of taxicab licenses. The class of licenses considers the imposition of conditions regulating taxicabs within the City of Greater Sudbury to specific geographical areas. These areas were recognized prior to amalgamation as the former old City of Sudbury (Zone 1) and outlying municipalities (Zone 2), separated further into a category of license that authorizes serving customers at the airport, on demand (Zone 2A). The regulations for each of the classes mimic those prior to amalgamation, on the basis of "localized" consumer protection. The adoption of the classes of taxi licenses in the current by-law was intended to ensure that residents and visitors within the outlying areas of the City of Greater Sudbury continue to have a level of taxicab service available to them which is timely and available from sources outside of the downtown core of the new City, and is intended to protect this broader public interest.

The following table demonstrates the number of current licenses issued in each zone and the difference in regulations amongst the three classes of licenses.

Table 1 – Review of Taxicab Licenses per Zone and Regulations

Class of Taxi	Zone 1	Zone 2	Zone 2A	Shuttles
Area of Operation	Pickup in Former City and other areas if the fare terminates in Former City Pickup at the Airport	Pickup in areas outside Former City and other areas if fare terminates outside Former City Pick up at Airport for prearranged fares only	Pickup in areas outside Former City and other areas if the fare terminates outside old Former City Pickup at the Airport	To and from Airport
2012 Issuance (April)	92 + 8 Accessible	10	16	2
2013 Issuance (May)	91 + 8 Accessible	14	13	2
Restrictions on Number of Taxicab Licenses	(1 taxicabs per 1000 residents as per formula)	None	None	None
Age of Taxicabs	Vehicles must be no older than 7 yrs / accessible 10 yrs	No restrictions	Vehicles must be no older than 7 yrs	None
Insurance	\$2 million	\$1 million	\$1 million	\$1 million
Availability	1 taxi – 8 hours in 24 >1 taxi - 24 hrs/7 days a week	Reasonable service	Reasonable service	Reasonable service
Minimum Annual Safety Inspections	2	1	2	2
Annual License Renewal Fee	\$200	\$100	\$200	\$100

Report Options

Summary

In consideration of the Airport Ground Transportation Contract Award and the effect that this award will have on the current licensed taxicabs the following options are included in this report for Council’s consideration.

Option 1 is to keep the taxi classes and their regulations at status quo. This option will result in the direct decline of the business of the owners and drivers employed by the Class 2A licensed taxicabs and indirectly to all other taxicab owners and drivers due to the contracting of ground transportation services at the airport. It is for this reason, that this option is not recommended.

Option 2 is explained in the report as the conversion of the effected Zone 2A taxi license to a Zone 1 license. This option provides compensation in kind to the loss of business due to the contracting of ground

transportation services at the airport for the 2A taxi owners and drivers. It does not address the effect this may have on the remaining taxicab businesses. Although it is not the recommended option in this report, it may be feasible to consider as an interim measure until a full review of the by-law can be undertaken.

Option 3 is the recommended option in this report. This option anticipates a full review of the by-law and public consultation with all stakeholders towards a new by-law; regulating all taxis and amalgamating the zones for services pursuant to one class of taxi license. The amalgamation of the zones in the taxi by-law intends to provide a fair, consistent safe taxi service to all citizens regardless of geographical location.

Current Airport Taxi Service

To date there are thirteen (13) Zone 2A taxicabs operating at the airport. These are the only taxis that are authorized by the airport and pursuant to the by-law to wait in the queue to take passengers from the airport on demand to all destinations. Other licensed taxi cabs may pre-arrange the pick-up of customers from the airport as long as the service was ordered in advance and the destination is according to zone under which they are licensed for. The fares for these services are regulated in the by-law. In addition there are two (2) shuttles operating at the airport pursuant to a shuttle license according to the by-law. Shuttles are designed to carry seven or more passengers, providing on demand service from the airport with each passenger or group of passengers charged separately for the service. The fee for shuttles is not regulated pursuant to the by-law.

Option 1 – Status Quo

The contracted transportation service at the airport is expected to be implemented in early July this year. Two (2) of the thirteen (13) taxicab licenses are currently issued to Sudbury Cab, the contract award, leaving eleven (11) of the licensed taxicabs remaining. The contracted company did not procure or hire any of the taxis or drivers currently servicing the airport for inclusion in their company. The outstanding eleven (11) licensed cabs will no longer be permitted to pick up customers at the airport, either on demand or as a prearranged service. Although the taxicab owners currently licensed to service the airport contend this is the major source of their business, they may continue their business to service the rural areas of the City with less regulations effectively under a Zone 2 license. The taxicab owners currently licensed to service the airport perceive this result as having a negative impact on their livelihood and that of the drivers they may employ. It is for this reason, the status quo option is not recommended. If Council directed staff to implement this option, amendments to the by-law would be required to address the exclusive rights of the contracted service to pick up fares at the airport.

Option 2 - Conversion of Current Zone 2A Taxi Licenses to Zone 1 Taxi Licenses

The conversion of the current Zone 2A Taxi licenses to Zone 1 may be perceived as an acceptable form of compensation in kind for the loss of business that is expected to be experienced by the current Zone 2A owners and drivers. Approximately one half of the total population of Greater Sudbury lives in the old former City of Sudbury boundaries; the area of the taxi business seen as more lucrative for the Zone 1 license than any other part of the amalgamated City. In addition, because of the restriction on the numbers of Zone 1 licenses there is an additional value to the license. The by-law provides that a transfer of a Zone 1 license is permitted with the sale of the vehicle. The transfer of a license is similar to the sale of a business which includes customers and is seen by some as an investment. The conversion of the 2A license to a Zone 1 “value added” license may be seen by the current Zone 1 owners as being unfair and lowering the value of their license.

Implementing this option may result in additional service to the downtown area. It has been identified that additional service is required during the early morning hours during the weekend in the downtown to

facilitate the movement of people during closing times of liquor licensed establishments. Additional Zone 1 licenses will aid in this endeavor.

Although there are benefits seen to this option, there are challenges that must be identified. One of the larger established Zone 1 taxicab owners have expressed their disapproval of this option. They advise that additional taxicabs operating in the downtown will water down their business. This option does not contemplate any compensation for the Zone 1 and 2 licensed taxi owner who may see a decline in their business resulting from not continuing the pick up of customers at the airport on a prearranged basis, due to the exclusive rights of the contractor servicing the airport.

In restricting the Zone 1 licenses the by-law sets out a method of calculating the number of taxicab licenses required to service the former city area (Zone 1) and the method of issuing additional licenses. Currently the calculations show that the number of licenses issued is greater than the number required as per the formula shown in Table 2, below. Approving this option will see the number of Zone 1 licenses increased by 15 taxis over the established required limit. The by-law also sets out a method for issuing additional licenses through an established waiting list for a Zone 1 license. The conversion of the licenses is not compliant with the method of issuing additional licenses in the by-law and those currently on the waiting list may feel they have been treated unfairly.

The table below shows the number of number of taxis that operate and serve the public in the areas outside the former city. Zone 2A licenses when not servicing patrons arriving at the airport also provide service to the public in the areas outside the former city. Implementing this option will see a decrease in the number of taxis that can service the outlying areas of Greater Sudbury. Staff has heard complaints in the past about the lack of taxi service in the areas outside the former city and decreasing the number of licenses that are permitted to operate in this area may add to the problem.

Table 2

Class	Current Licenses	Proposed in Option 2	Maximum Number as Calculated in By-law
Zone 1	91 (approved in 2006)	102	87
Zone 2A	13	2 – 5 as per contract with Airport	No Restrictions
Zone 2	14	14	
Total Zone 2 and 2A	27	16-19	

Although conversion of the Zone 2A licenses to Zone 1 licenses is not the recommended option in this report for the aforementioned reasons, it may be considered as an interim measure until a full review of the by-law and consultation with all the stakeholders and the public is undertaken. If Council directed staff to implement this option, amendments to the by-law are required facilitate this option.

Option 3 - Merge All Classes of Licenses into One – Repeal and Replace Taxi, Limousine and Shuttle Transportation By-law 2008-180

This is the recommended option in this report and will require additional time and resources for staff to consult with the taxi industry, the general public and compare by-laws and experiences with other municipalities.

The purpose of separate classes of licenses set out in the current by-law addressed the transition of taxi regulation from the former city and area municipalities at the time of amalgamation. Table 1 in this report describes the different standards required for those taxicabs licensed outside the former City in comparison to those licensed to operate within the former City limits.

Experience and feedback from the public has identified that the purpose of establishing the zones to ensure taxi service for the public in areas outside of the former city currently is not addressing its intended purpose. The decision to contract airport transportation service was based on, in part, the lack of response to service airport patrons and staff have heard the same complaints of lack of taxi service from residents in the areas outside the former City.

As Greater Sudbury has matured since amalgamation, merging the licenses resulting in one standard of taxicab and level of service is expected to provide a fair and safe level of service to all residents and visitors regardless of geographical location. This Option, if selected, will require a review to address the differences in the regulation of taxicabs, such as the insurance requirements, response time and availability, age of taxicabs, requirements and numbers of taxis, accessible taxis and service standards, fees for licenses and transferability, in addition to other regulations that have been brought to staffs attention, such as regulations for taxi drivers and requirements to obtain a licence.

Conclusion

Following the contract award of the Greater Sudbury Airport Ground Transportation Services, this report advises of concerns heard by taxi owners servicing patrons at the Greater Sudbury Airport and provides 3 Options for direction by Council to address those concerns. The recommended option by staff is to conduct a full review of the by-law, including consultation with the taxi industry and the public and comparison with by-laws in other municipalities with the result of having a new comprehensive Taxi, Limousine and Shuttle Transportation By-law regulating one class of taxi license to service all areas of Greater Sudbury. The intent of one class of licence with consistent standards and services is to ensure fair business opportunities for the taxi industry and a safe, consumer protected service for the residents and visitors of Greater Sudbury, regardless of geographic area.

For Information Only

Airport Ground Transportation RFP - Status Report

Presented To: Operations Committee
Presented: Monday, Feb 04, 2013
Report Date: Friday, Jan 25, 2013
Type: Managers' Reports

Recommendation

That Council receive this report for information.

Background

On May 22, 2012, Council received a report for information entitled "Airport Ground Transportation and Taxi Licensing By-law". The report provided a brief description of the current taxi licensing program and the resolution of the Board of Directors of the Greater Sudbury Airport Community Development Corporation (SACDC) to "obtain the necessary approvals from the City Council to amend the Taxi By-law to facilitate the tender of ground transportation services at the Greater Sudbury Airport." (See attachment to this report)

This report is amended from the report on the same subject that was deferred from the December 3, 2012 Operation Committee agenda due to time constraints, attached to this report. The report remains essentially the same except administrative housekeeping amendments that were required to include the role of Supplies and Services in the process and to adjust the anticipated milestone dates.

Greater Sudbury Airport Ground Transportation Services Request for Proposal (RFP) - Update

Staff from Greater Sudbury Airport, Growth and Development, Legal Department and Supplies and Services have met to discuss the RFP document, the consultation process with the stakeholders in the taxi industry and by-law amendments that may be required to aid in the implementation of contracted transportation services at the Airport.

The RFP document is expected to be released to the public on January 24, 2013. A notice will be sent to licensed taxi and shuttle owners advising of the Request for Proposal (RFP) release and information meeting. The meeting will be mandatory for all proponents and has been scheduled for February 12, 2013, at 9:00 am, in room C-11 at Tom Davies Square.

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The RFP will have a target closing date of February 27, 2013. The table included in this report provides a summary of the process engaged in by staff from Supplies and Services, The Airport and Growth and Development with targeted milestone dates. Although staff are confident that these dates are realistic, they are targets and may have to be adjusted to allow for any contingencies in the process.

Event	Timelines	Description
Release of RFP – through Supplies and Services Section	January 24, 2013	
Mandatory information meeting with potential proponents	February 12, 2013	To be held by Staff.
Closing date of RFP	February 27, 2013	
Evaluation and Contract Award	March - April 2013	Recommendations made to SACDC for contract award
Contract Awarded	April - May 2013	Conditional upon compliance with By-law requirements
Transition Period	April thru June, 2013	Airport and Legal to work directly with contractor to finalize details of the contract.
Ground Transportation Services in place by contractor	July 2013	Airport staff will review services provided by the awarded contractor
Review of Taxi, Limousine and Shuttle Services as a Result of Contract Award	July thru Sept 2013	Review and respond to any questions or concerns from the taxi industry. Final report to Council with any recommended by-law amendments if required.

Anticipated By-law Amendments

The successful service provider of this contract will be expected to comply with the current provisions in place for taxi and shuttle services found in the by-law that licenses and regulates these businesses. This will ensure that the standards in the by-law for health, safety and consumer protection are upheld and consistent with the current industry.

The Airport may approve the successful proponent to provide transportation services and implement those services without any amendments to the current by-law; however, there may be requests from the taxi industry and the Airport for changes to the by-law as a result. Staff will be communicating with the taxi and shuttle industry during the process and present a report that contains options for Council's consideration, if required, upon completion of the contract award.

Staff anticipates a request for amendments to the by-law for a more predictable and efficient method of calculating taxi and shuttle fares between the Airport and destinations within the Greater City. There have been complaints in the past of the high cost of taxi rates to and from the Airport and the method by which they are calculated. Staff sees this RFP process as an opportunity to review the rates and propose a new method of calculation which will benefit the taxi industry and the travelling public.

The report introducing this subject on May 22, 2012, indicated that contracting ground transportation services at the GSA may have an impact on the current taxi and shuttle operators at the airport. Staff will be better able to determine what this impact is as this process unfolds. Communication with the industry during this process and a review of the impact on the current licensees is essential prior to recommending any changes to the by-law. If concerns by the taxi industry remain outstanding during the final review stage of this process, a report will be forthcoming to Council with recommendations addressing those concerns.

Conclusion

Staff has worked co-operatively to prepare and present an RFP for contracted ground transportation services at the Greater Sudbury Airport which is anticipated to be released on January 24, 2013. Staff will continue to follow the process outlined in the table in this report to its conclusion of contract award and review. Growth and Development staff will conduct a review of the issues and comments received from the industry during the process and if necessary present options for Council's consideration which will uphold the intent of the by-law, fairness to the stakeholders of the industry and benefit to the travelling public.

For Information Only

Airport Ground Transportation and Taxi Licensing By-law

Presented To: Finance and Administration Committee
 Presented: Tuesday, May 22, 2012
 Report Date Tuesday, May 08, 2012
 Type: Correspondence for Information Only

Recommendation

For Information Only

Current Taxi By-law Provisions

The City of Greater Sudbury Taxi By-law, 2008-180 as amended, regulates licenses and governs taxi, limousine and shuttle transportation for the purposes of health, safety and consumer protection. It provides for 3 classes of taxi licenses which restrict certain classes of taxicabs to certain geographic areas of the City. Part of the reason for this restriction was due to amalgamation. The effect of the system prior to amalgamation was that taxicab licenses within the former City of Sudbury were granted a monopoly to operate within the former City boundaries and were limited in number, while each of the outlying, rural municipalities had their own taxicabs with similar geographic restrictions on their areas of operations. The restrictions to the classes of licenses as follows is to ensure that residents and visitors within the outlying areas of the City of Greater Sudbury continue to have a level of taxicab service available to them which is timely and available from sources outside of the downtown core of the City. The following table shows the differences in the classes of taxi licenses.

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Comparitive Chart of Taxicab License Classes

Class of Taxi	Zone 1	Zone 2	Zone 2 + Airport
Area of Operation	Pickup in Former City only – unless fare terminates in Former City Pickup and drop off at the Airport	Pickup in areas outside Former City only – unless the fare terminates outside Former City Cannot pick up at Airport	Pickup in areas outside Former City only – unless the fare terminates outside Former City Pickup and drop off at the Airport
Restrictions on Number of Taxicab Licenses	92 + 8 Accessible Taxi (1 taxicabs per 1000 residents as per formula)	No restrictions	No restrictions
Number of Current Licenses (April 2012)	92 + 7 Accessible Taxi	10 + 1 Accessible Taxi	16
Age of Taxicabs	Vehicles must be no older than 7 years	No restrictions	Vehicles must be no older than 7 years
Insurance	\$2 million	\$1 million	\$1 million
Availability	24 hrs/7 days a week	Unregulated	Unregulated
Minimum Annual Safety Inspections	2	1	2
Annual Licence Renewal Fee	\$200	\$100	\$200

Airport Ground Transportation

On June 13, 2011, the Greater Sudbury Airport (GSA) conducted a meeting with all the Zone 2 + Airport Taxi owners to introduce a "Code of Conduct" that was to be implemented to address the long list of known issues and challenges associated with the taxi and shuttle services being provided at the airport. The list included poor dress code and inadequate personal hygiene, intense competition for business which caused personal conflict and unsafe operating practices, inconsistency of operating hours and a host of other problems. Staff worked with the GSA closely in developing a Code of Conduct that clearly establishes the guidelines and procedures to be followed by the taxi operators, ensuring that the rules were consistent with the regulations currently established in the Taxi By-law and other relevant legislation.

The Code of Conduct was implemented by GSA in August, 2011, and all taxicab owners and drivers were required to sign an agreement and be approved to operate at the airport, pursuant to the Code of Conduct. As of April, 2012, 11 licensed taxi and shuttle companies and 40 licensed taxi drivers are authorized to wait in the queue to pick up fares at the airport.

On May 1, 2012, the Sudbury Airport community Development Corporation (SACDC) heard a report from the CEO of the Greater Sudbury Airport, identifying the shortfalls of the goals the Code of Conduct intended to reach; attached as Appendix 1. The report identifies the most significant problem still remains since implementing the Code; the unpredictability of taxi and shuttle operating hours which results in taxi shortages and/or no taxi services at all. The report also identifies that the Code of Conduct has not removed the competition between drivers which exposes customers to unsafe and unethical operating practices.

The Board of Directors of the SACDC passed a resolution on May 1, 2012 to direct the CEO of GSA "to obtain the necessary approvals from the City Council to amend the Taxi By-law to facilitate the tender of ground transportation services at the Greater Sudbury Airport." The resolution is also attached to this report as Appendix 2.

Conclusion

Although it was deemed that tendering ground transportation services at the GSA was the best option, it is understood that moving forward with the process involves a number of other important considerations, including the impact that this could potentially have on the livelihood of the current taxi and shuttle operators at the airport.

Staff is dedicated to continue to work with the Greater Sudbury Airport during the full tender process in consultation with the Taxi and Shuttle owners and drivers to ensure this transition is viable and successful for all involved. Consultation with the City's legal department is underway, and options will be investigated to facilitate the current affected taxi and shuttle licenses with the least impact as possible.

Once the tender document has been prepared and staff has a more fulsome review of the ground transportation requirements needed to service the GSA and has had an opportunity to review comparative models in other municipalities with the similar services, staff will be returning to Council with a comprehensive report. This report will include recommendations to amend the Taxi By-law to facilitate the tender of ground transportation services at the Greater Sudbury Airport while mitigating negative effects this may have on the current taxi and shuttle operators.

Background:

In August 2011 the Board was briefed on a joint initiative with the City to implement a "Code of Conduct" to improve ground transportation at the Greater Sudbury Airport. This initiative was seen as a last attempt to address major deficiencies in the present system.

The Board was made aware of a long list of issues and challenges associated with the present taxi and shuttle services. This list included poor dress code and inadequate personal hygiene, intense competition for business which caused personal conflict and unsafe operating practices, inconsistency of operating hours and a host of other problems.

The Board was further advised that the purpose of implementing the Code of Conduct system was to establish operating guidelines to improve ground transportation customer services. Operators failing to meet the standards set out in the policy would receive demerit points and would stand to lose their operating privileges at the GSA when their demerit points accumulated to certain levels (refer to attached policy).

While certain objectives of Code of Conduct were achieved the new system has fallen short of its overall goals. The most significant problem remains the unpredictability of taxi and shuttle operating hours. The operators (drivers) themselves determine when they will provide services and the hours they will work. This current system results in taxi shortages and/or no taxi services at all on many occasions during the week which creates a significant inconvenience, and on occasion, leaves customers stranded at the airport. As our business grows we have found the number of occasions when taxis aren't available is becoming more prevalent and customer complaints have escalated. Most shortages occur at the absolute worst times, late in the evening or on the weekends, and frustrated customers have directed their rage and discontentment towards the GSA. Consistent exposure to this shortcoming does irreparable damage to our reputation and negativity becomes deeply rooted in the minds of the traveling public.

The other most notable shortfall of the Code of Conduct system is that it does not remove the competition between drivers. Conflict between drivers has not diminished and continues to expose customers to unsafe and unethical operating practices.

Tender Service

On Monday March 26th, 2012, the various players from the City of Greater Sudbury and the GSA met to search for a permanent solution to the ground transportation debacle. In addition to City and Airport staff, Leah Miller from our Board also participated in the meeting.

Consensus was reached amongst the participants and a strong recommendation was put forth to tender the service. It was felt that tendering the service to one company would remove competition and provide the GSA the necessary contractual controls to ensure the highest and best standards in the industry.

While tendering was deemed to be the best option, it was well understood that moving forward with this process involved a number of other important considerations. The most notable was the fact that tendering the service could potentially impact the livelihood of the current operators at the airport. In addition, City Council would be required to approve amendments to the existing taxi By-Law.

From a strategic perspective, buy-in from all stakeholders was seen as a critical first step in the process. To this end, the first priority was identified as obtaining support from the City Senior Management Team (SMT), as well as, the SACDC Board of Directors. In addition, support will be solicited from various other stakeholders who have a vested interest in seeing ground transportation services improved at the GSA, which include the Chamber of Commerce, GSDC, Tourism and other businesses.

Once the support is in place a comprehensive report will be brought forth to City Council for approval. It is anticipated that before City Council deliberates the virtues of tendering airport ground transportation in an open camera public meeting, they would have had the benefit of being fully apprised of the issues at play and the reasons for the recommendations to amend the By-law.

In closing, as noted above, there is a considerable amount of work to do to achieve our goal of enhancing taxi and shuttle services. It will require open and honest dialogue with a number of stakeholders and the community in general. As we move forward through each stage in this process we will keep the Board apprised of our progress and of any issues that require the attention of the Board.

In light of the above, a resolution has been prepared for Board consideration.



RESOLUTION OF THE BOARD OF DIRECTORS

OF

SUDBURY AIRPORT COMMUNITY DEVELOPMENT CORPORATION
(Hereinafter referred to as "the Corporation")

RESOLUTION #2012-426

WHEREAS the Greater Sudbury Airport is a gateway to the City of Greater Sudbury and represents on many occasions an opportunity to provide that first positive impression of our community;

AND WHEREAS the Greater Sudbury Airport strives to achieve the highest service standards on ground transportation;

AND WHEREAS the current ground transportation system has serious shortcomings which have undermined the Greater Sudbury Airport's efforts to implement a system with acceptable customer service standards;

NOW THEREFORE BE IT RESOLVED THAT the Board of the SACDC directs the CEO to obtain the necessary approvals from City Council to amend the Taxi By-law to facilitate the tender of ground transportation services at the Greater Sudbury Airport.

DATED: May 1, 2012

THE UNDERSIGNED, being an Officer of the Corporation, hereby signs the foregoing Resolution # 2012-426 pursuant to the provisions of the Corporations Act (Ontario).

Claude Lacroix, Chair

For Information Only

Airport Ground Transportation Tender - Status Report

Presented To: Operations Committee
 Presented: Monday, Dec 03, 2012
 Report Date: Wednesday, Nov 21, 2012
 Type: Correspondence for Information Only

Recommendation

For Information Only

Background

On May 22, 2012, Council received a report for information entitled "Airport Ground Transportation and Taxi Licensing By-law". The report provided a brief description of the current taxi licensing program and the resolution of the Board of Directors of the Greater Sudbury Airport Community Development Corporation (SACDC) to "obtain the necessary approvals from the City Council to amend the Taxi By-law to facilitate the tender of ground transportation services at the Greater Sudbury Airport." (See attachment to this report)

Greater Sudbury Airport Ground Transportation Services Tender - Update

Staff from Greater Sudbury Airport, Growth and Development and Legal Departments has met to discuss the tender document, the consultation process with the stakeholders in the taxi industry and by-law amendments that may be required to aid in the implementation of contracted transportation services at the Airport.

The tender document is expected to be released to the public on November 30, 2012. A letter will be sent to all licensed taxi and shuttle owners advising of the Request for Proposal (RFP) release and information meeting. The meeting will be mandatory for all bidders and is expected to be scheduled for no later than December 7, 2012. The meeting will be held by the Greater Sudbury Airport and Growth and Development Staff will be in attendance to answer questions. This will be part of the consultation process described in the previous report.

The RFP will have a target closing date of January 18, 2013, and is expected to be awarded before March 29, 2013. A report will be forthcoming to Council before March 8, 2013 with recommendations for proposed

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by-law amendments essential to awarding the contract. The table included in this report provides a summary of the targeted milestone dates. Although staff are confident that these dates are realistic, they are targets and may have to be adjusted to allow for any contingencies in the process.

Event	To be Completed Before	Description
Release of RFP – through City Supplies and Services Dept.	November 30, 2012	Staff will send Information letter and invite to public meeting to all current licensed taxi and shuttle owners.
Information meeting with taxi industry and potential bidders	December 7, 2012	To be held at the Airport by Staff. Consultation with Taxi Industry
Closing date of RFP	January 18, 2013	
Evaluation and Contract Award	February 1, 2013	Recommendations made to SADC for contract award
Report to Council	March 8, 2013	Report to Council will recommend any requested by-law amendments, if necessary for contract award.
Contract Awarded	March 29, 2013	Conditional upon any required by-law amendments being enacted.
Transition Period	April thru June, 2013	Airport to work directly with contractor to finalize details of the contract. Staff will monitor and respond to any inquiries or requests from Taxi Industry and Council.
Ground Transportation Services in place by contractor	July 8, 2013	Review of services provided and respond to any question or concerns from the taxi industry. Final report to Council if required.

Anticipated By-law Amendments

The successful service provider of this contract will be expected to comply with the current provisions in place for taxi and shuttle services found in by-law that licenses and regulates these businesses. This will ensure that the standards in the by-law for health, safety and consumer protection are upheld and consistent with the current industry.

The Airport may approve the successful proponent to provide transportation services and implement those services without any amendments to the current by-law; however, there may be requests from the taxi industry and the Airport for changes to the by-law as a result. Staff will be using the process of this RFP to consult with both groups to determine what is desired, and present a report that contains options for Council's consideration.

Staff anticipates a request for amendments to the by-law for a more predictable and efficient method of calculating taxi and shuttle fares between the airport and destinations within the Greater City. There have been complaints in the past of the high cost of taxi rates to and from the airport and the method by which they are calculated. Staff sees this RFP process as an opportunity to review the rates and propose a new method of calculation which will benefit the taxi industry and the travelling public.

The report introducing this subject on May 22, 2012, indicated that contracting ground transportation services at the GSA may have an impact on the current taxi and shuttle operators at the airport. Staff will be

better able to determine what this impact is as this process unfolds. Consultation with the industry during this process and a review of the impact on the current licensees is essential prior to recommending any changes to the by-law. An update of this item will be included in the March report. If concerns by the taxi industry remain outstanding during the final review stage of this process, an additional report will be forthcoming to Council with recommendations addressing those concerns.

Conclusion

Staff has worked co-operatively to prepare and present an RFP for contracted ground transportation services at the Greater Sudbury Airport which is anticipated to be released at the end of November. Staff is prepared to follow this process and update Council with reports and options for potential amendments to the by-law addressing potential concerns from both the Greater Sudbury Airport and the current taxi and shuttle industry. These reports will provide a comprehensive review of the issues and comments received from the consultation process along with options for Council's consideration while at the same time upholding the intent of the by-law, fairness to the stakeholders of the industry and benefit the travelling public.

REGULAR AGENDA

MANAGERS' REPORTS

Item R-1
User Fees By-law and
Parking and Traffic
By-law Amendment to
Facilitate Parking
Enforcement Initiative

Report dated January 21, 2013 was received from the General Manager of Growth & Development regarding User Fees By-law and Parking and Traffic By-law Amendment to Facilitate Parking Enforcement Initiative.

The following recommendation was presented:

OP2013-03 Berthiaume/Caldarelli: THAT the City of Greater Sudbury approve the amendment to the Traffic and Parking By-law, 2010-01 as amended, to include all municipal pay parking lots, other than attendant parking lots, as parking meter zones;

AND THAT the necessary housekeeping changes be made to the language of the by-law to reflect these changes;

AND THAT the User Fee By-law, 2012-240F as amended, be amended to replace schedule G&D-D to remove all references to fees and charges related to parking lots other than the attended lots.

CARRIED

Item R-2
Airport Ground
Transportation RFP –
Status Report

Report dated January 25, 2013 was received from the General Manager of Growth & Development regarding Airport Ground Transportation RFP – Status Report for information only.

The following recommendations were presented:

OP2013-04 Caldarelli/Berthiaume: THAT the City of Greater Sudbury receive the report dated January 25, 2013 from the General Manager of Growth & Development regarding Airport Ground Transportation RFP – Status Report for information only.

CARRIED

OP2013-05 Caldarelli/Berthiaume: THAT the City of Greater Sudbury direct staff to conduct a review of the Taxi, Limousine and Shuttle By-law related to the taxi licenses as a result of the airport contract award.

CARRIED

QUESTION PERIOD

Winter Controls

Councillor Barbeau asked for an update on winter controls operations.

Operations Committee 2013-02-04 (2)