

TO: CITY MANAGER

FROM: DIRECTOR PUBLIC SAFETY AND
COMMUNITY SERVICES

SUBJECT: KATER RIDE HAILING SERVICES

DATE: 2019 Feb 06

PURPOSE: To obtain Council authorization to relax sections of the *Burnaby Cab Regulation Bylaw 2009*, not related to public safety, in order to allow the ride hailing service Kater, to operate as a pilot project for a one year period.

RECOMMENDATIONS:

1. **THAT** Council authorize City staff to relax sections of the Burnaby Cab Regulation Bylaw, as noted in this report, in order to permit the operation of a ride hailing service for a one year trial period.
2. **THAT** a Letter of Understanding be provided to Bonny's Taxi Ltd. and Burnaby Select Metrotown Taxi Ltd.
3. **THAT** a copy of this report be forwarded to Mr. Emon Bari of Bonny's Taxi Ltd. and Burnaby Select Metrotown Taxi Ltd.

REPORT

1.0 INTRODUCTION

As a result of recommendations contained in a June 2018 report commissioned by the Minister of Transportation and Infrastructure entitled "Modernizing Taxi Regulation", the Passenger Transportation Branch (PTB) recently announced that existing taxi licensees would be permitted a one-time opportunity to increase their number of taxi vehicles by up to 15%. Both Burnaby based taxi operators, Bonny's Taxi Ltd and Burnaby Select Metrotown Taxi Ltd. (wholly owned by Bonny's Taxi Ltd.), have received PTB approval to increase their fleets by the maximum permitted. This will increase Bonny's Taxi fleet by 24 vehicles and Burnaby Select Taxi fleet by one vehicle, respectively.

Of the 24 new taxis allocated to Bonny's, the company intends to operate five as dual use taxis within the existing conventional taxi fleet. This will ensure the company remains bylaw compliant in relation to the required number of dual use vehicles (15% of

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the total fleet). Regarding the remaining 20 new taxis (19 allocated to Bonny's Taxi and the one to Burnaby Select) the companies have coordinated with other lower mainland taxi operators to partner with the technology company *Kater*, to introduce a new ride hailing service using a mobile application (app).

2.0 POLICY SECTION

The recommended action is aligned with the City of Burnaby's Corporate Strategic Plan by supporting the following goals and sub-goals of the plan:

A Safe Community

- Transportation safety

A Connected Community

- Geographical connection

An Inclusive Community

- Create a sense of community

A Dynamic Community

- Economic opportunity

A Thriving Organization

- Technology and innovation

3.0 KATER RIDE HAILING SERVICES

The PTB in conjunction with the Vancouver Taxi Association have agreed to a one year pilot project that is scheduled to be fully operational by 2019 February 23. Kater is a ride hailing service that uses dispatch through Smart Phone or other Mobile devices (picture of the proposed vehicle attached). The taxi companies participating in the pilot project will collectively operate 141 Kater identified vehicles. The participation is as follows;

City	Company	Number of vehicles
Vancouver	Yellow Cabs	43
	Black Top & Checker Cabs	32
	Van Taxi	15
	Maclure's Cabs	13
Burnaby	Bonny's Taxi (Select Taxi)	20
North Vancouver	North Shore Taxi	7
Richmond	Richmond Taxi	9
New Westminster	Queen City	2

4.0 REGULATORY COMPLIANCE

Staff have met with the representative for Bonny's Taxi Ltd. and Burnaby Select Metrotown Taxi Ltd. to discuss the proposed operation in relation to both Provincial requirements and Burnaby bylaw regulations for taxis. The vehicles operating under Kater will be subject to each member companies' current condition of licence, as stated by the Province of BC.

Kater vehicles can only be hailed through the use of the app and cannot be hailed from the street. In addition, these vehicles will not accept cash and all trips must be pre-arranged through the app and paid for by credit card. The consumer will have the ability to view the route along with the cost of the trip prior to commencement and credit card charges will only be authorized once the trip is complete. Once payment has been made, a receipt will immediately be sent to the customer electronically.

Kater vehicles will not be equipped with traditional analogue taxi meters as trip rates will be communicated to passengers by way of a "soft" meter accessed through a passenger's mobile phone. Soft meters will still be able to be tested for accuracy during annual taxi inspections conducted by City staff. The fare rates for using Kater services will be the same as the rates for the taxis, as set out by the Passenger Transportation Branch.

Upon review by staff of the Kater pilot, it was determined that components of the operational model proposed by Kater vehicles, do not align with the current requirements of the Burnaby Cab Regulation Bylaw 2009. The discrepancies between Kater and the Burnaby Cab Regulation Bylaw include the requirement that taxis:

- be affixed with an illuminated taxi light,
- include the wording 'taxi' or 'cab' on the exterior of the vehicle; and
- have an illuminated taximeter installed within the vehicle.

All bylaw regulations that relate to the safe operation of taxis will continue to apply to Kater's operations. This includes the requirements that the drivers hold a valid and subsisting Chauffeur's permit and that Kater vehicles provide a 24-hour service to all persons.

5.0 RECOMMENDATIONS

Council authorize staff to relax the regulatory requirements contained within the Burnaby bylaw as noted in this report in order to allow the Kater pilot. It is further recommended that Council authorize staff to provide a Letter of Understanding to Bonny's Taxi Ltd. and Burnaby Select Metrotown Taxi Ltd., identifying the specific bylaw regulations that will be relaxed and the period of time that the relaxation will remain in place. In addition, it is recommended a copy of this report be provided to Mr. Emon Bari of Bonny's Taxi Ltd. and Burnaby Select Metrotown Taxi Ltd.

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Upon Council approval of these recommendations, staff will continue to monitor the Kater pilot during the operational period and upon completion, staff will undertake a review of the program and provide a report back to Council.



Dave Critchley
DIRECTOR PUBLIC SAFETY AND COMMUNITY SERVICES

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Attachment: Photograph of Kater Vehicle

Copied to: City Solicitor
OIC RCMP Burnaby Detachment

Attachment – Kater Vehicle markings

