

Report of the Kingston Area Taxi Commission (KATC) - Fall 2021

Executive and Commissioners:

Joseph Dowser, Chair
Steve Fraser, Vice-Chair
Dianne Aziz, Secretary/Treasurer
Simon Chapelle, Member, City of Kingston
Mike Budarick, Member, Loyalist Township

The current KATC Executive and Members were constituted in September 2021. At its inaugural meeting on October 13, 2021, the KATC Chair, Commissioner Dowser, made the following statement:

“I want to let all of you know that we are committed to communicating with you and hearing from you on the things which affect you. We also want to hear from you regarding concerns that you may have. As we move forward, we will talk to you about new initiatives and/or enforcement of processes or by-laws and ask for your feedback prior to bringing them for approval by the Commission. We want to also remind everyone that as of August 11, the following initiatives are paused: Dormant Plates, Drop Rate Increase, and Call History.”

Services to the Industry and Public

1. Expansion of operating hours:

The KATC office is now open from 9:00 to 5:00 weekdays (except holidays) providing increased access to our services to the taxi industry and public.

2. Improving and streamlining the renewal process:

To reduce wait times for the industry and ensure a consistent stream of revenue and workload for the KATC, we have implemented a birthday-based renewal system. This system will be phased in over the next year.

3. Standardizing the transfer of taxi plates:

KATC has implemented a consistent process for authorizing and documenting the sale of individual taxi businesses and the transfer of associated KATC plates.

4. Communication to the industry and Public:

KATC has created an Email Subscriber List open to the Industry and Public. In addition, KATC provides access to Messaging via Social Media (Facebook and Twitter), Website, Web-based self-help via Member Portals, compliment/complaint survey for taxi passengers.

In addition:

- Creation of Social Media Pages (Facebook and Twitter)
- Posting of Minutes in Digital Format
- Hosting all Meetings via Facebook LIVE
- Public and Industry Access to Past and Current Meetings

5. Streamlining record-keeping:

KATC records are being digitized in conjunction with the final mass renewal period.

6. Modernizing equipment, applications, and procedures:

The KATC has adopted a new payment terminal, with additional methods for payment. The Umbrella contract with Paymentech allows for Industry Members to receive the same discount rates as the KATC, providing substantial savings on fees when processing Debit or Credit Cards. The savings can average between \$1200 to \$2500 per year

7. Enforcement:

KATC has contracted out enforcement services to Paladin Security for inspections, fines and public safety.

8. Taxi Operator Insurance:

KATC is negotiating with NFC Insurance (formerly PBL Insurance) to provide a “Group Rate” specific to Taxicabs for availability to Taxi Owners/Operators with potential savings for the Taxi Owner of up to \$5000 per year per Taxicab

9. Vehicle Upgrades:

KATC is negotiating with Car Dealerships in Kingston and surrounding municipalities including Car Manufacturers to provide a “Group Rate” or “Replacement Plan” specific to Taxicabs for availability to Taxi Owners/Operators. In addition, negotiating with Accessible Conversion Companies to provide a better rate and options to the Taxi Owners.

10. Public and Driver Safety

KATC is negotiating with Security Companies to provide reduced cost/fixed rate for in-car video camera systems and separation shields

11. Sale of Taxi Business and Plate Transfers:

KATC has clarified the Sale of Taxi Business and associated Plate Transfer process to the Industry creating an “Open/Fair Market” for Taxi Owners.

Governance

1. Meetings:

- Creation of Structured Meetings
- Creation of Delegations
- Creation of and Invitation to Industry and Public of Digital Surveys
- Issuance of Agendas
- Open Communication

2. Strategic Planning:

- The KATC has embarked on a strategic planning process with the aid of an external facilitator. This process will permit the KATC to establish clear and specific goals.

3. Fiscal Management:

- KATC has implemented strict oversight of KATC expenditures and implementation of cost savings measures including:
 - Photocopier Lease Cancellation
 - Technology Firm Contract Non-Renewal
 - Cancellation of Non-Essential/Redundant Subscriptions
 - Return of leased vehicle with no penalty