

To: Safety and Facilities Services Committee

From: Adam Grant, Commissioner,
Safety and Facilities Services Department

Report Number: SF-25-58

Date of Report: December 3, 2025

Date of Meeting: December 8, 2025

Subject: Initiatives to Incentivize the Supply of Purpose-Built Wheelchair Accessible Vehicles in the Vehicle-for-Hire Industry

Ward: All Wards

File: 03-05

1.0 Purpose

This report responds to Council's direction of March 25, 2024 concerning Item SF-24-08 for staff to report back on additional licensing measures to incentivize the Vehicle for Hire Industry's to attempt to increase the supply of wheelchair accessible services. This report proposes technical amendments to the City's Vehicle-for-Hire By-law 31-2022 ("V.F.H. By-law") to establish an Intermunicipal Exemption for purpose-built and/or legally modified Wheelchair Accessible Vehicles ("W.A.V." or "accessible taxicabs") licensed in municipalities in Durham Region to further incentivize the availability of W.A.V. in Oshawa's Vehicle-for-Hire Industry.

Attachment 1 is the results of an Accessible Taxicab Survey from municipalities across Durham Region.

Attachment 2 is the draft by-law to amend V.F.H. By-law 31-2022.

Attachment 3 is a chart detailing municipal benchmarking on measures to incentivize W.A.V. in the V.F.H. Industry.

2.0 Recommendation

That the Safety and Facilities Services Committee recommend to City Council:

That based on Report SF-25-58 dated December 3, 2025 concerning initiatives to incentivize the supply of wheelchair accessible vehicles in the Vehicle-for-Hire Industry:

1. That an Intermunicipal Exemption be established for accessible taxicabs licensed in any municipality in Durham Region to pick up fares in Oshawa to increase the availability of Wheelchair Accessible Vehicles in Oshawa's Vehicle-for-Hire Industry;
2. That the necessary amending by-law be passed to further amend Vehicle-for-Hire By-law 31-2022, as amended, generally in the form of Attachment 2 to said Report, in a form and content acceptable to the City Solicitor;
3. That the notice requirements of Public Notice Policy (GOV-23-02) be waived in lieu of the implementation of a communication plan detailed in said Report; and,
4. That staff continue to work with all applicable stakeholders to explore additional measures to further incentivize the provision of Wheelchair Accessible Vehicles in Oshawa's Vehicle-for-Hire Industry.

3.0 Input From Other Sources

The following were consulted in preparation of this report:

- Legal Services
- Legislative Services
- Corporate Communications
- Corporate Performance and Strategic Initiatives
- Oshawa Accessibility Advisory Committee

Additionally, staff consulted regularly and extensively with the following Durham Region municipalities and government organizations:

- Region of Durham – Office of the C.A.O. Diversity, Equity and Inclusion
- City of Pickering
- Town of Ajax
- Town of Whitby
- Municipality of Clarington
- Township of Scugog
- Township of Uxbridge
- Township of Brock
- Canada Revenue Agency – G.S.T./H.S.T. Rulings and Interpretations office

The Taxi Brokers of BlueLine Taxi and City Wide Taxi were consulted in preparation for this report.

Finally, the City of Oshawa, in partnership with other municipalities in Durham Region, undertook a Region-wide survey to receive feedback on the state of accessible taxicabs across the Region with the results appended in Attachment 1.

4.0 Analysis

4.1 Background

The City regulates the Vehicle-for-Hire Industry (“V.F.H.”) including Taxis, Transportation Network Companies (e.g. Uber, Lyft, etc.), Designated Driving (“D.D.”) Services, and Limousines through the V.F.H. By-law for the purpose of health, safety and consumer protection. It is important to note that the City does not provide W.A.V. service as such services are provided by the private V.F.H. Industry and Durham Region Transit.

At its meeting of March 25, 2024, Council considered Report [SF-24-08 “Technical Amendments to Vehicle-for-Hire By-law 31-2022”](#) which proposed technical amendments to the City’s V.F.H. By-law in addition to seeking direction to research additional licensing measures to encourage the V.F.H. Industry to increase the supply of W.A.V., including a Reciprocal Licensing Arrangement with lower-tier municipalities Durham Region. At that meeting, Council adopted the following recommendation:

1. That Council approve by-laws in final form and content acceptable to Legal Services and the Commissioner, Safety and Facilities Services Department to further amend the Vehicle-for-Hire By-law 31-2022, as amended, and the General Fees and Charges By-law 13-2003, as amended to implement technical amendments and to establish additional licensing fees to further encourage the delivery of accessible taxicab services as generally outlined in Section 5.2 of this Report; and,
2. That staff be directed to report back on additional licensing measures to incentivize the Vehicle-for-Hire industry in attempts to increase the supply of wheelchair accessible services, including a Reciprocal Licensing Arrangement with Durham Region lower-tier municipalities; and,
3. That the requirements of the Public Notice Policy GOV-23-02 regarding notice to the public for the amendments to the General Fees and Charges By-law 13-2003, as amended be waived; and,
4. That staff investigate a surcharge and other forms of possible funding to fund additional accessible vehicles.

This report responds specifically to Parts 2 and 4 of this direction and presents a proposed by-law (see Attachment 2) that amends the V.F.H. By-law to establish an Intermunicipal Exemption for accessible taxicabs licensed in any municipality in Durham Region to further incentivize the availability of Wheelchair Accessible Vehicles in Oshawa’s Vehicle-for-Hire Industry.

4.1.1 City of Oshawa, the V.F.H. Industry and Requirements pursuant to the Accessibility for Ontarians with Disability Act, 2005.

In addition to the V.F.H. By-law, the Province of Ontario's Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 ("A.O.D.A.") and Ontario Regulation 191/11 Integrated Accessibility Standards ("O. Reg 191/11") establish the following requirements on municipalities relating to accessible taxicabs:

- **S. 79 (1)** - every municipality must consult with its municipal accessibility advisory committee, to determine the proportion of on-demand accessible taxicabs required in the community
- **S. 79 (2)** – identify progress made toward meeting the need for on-demand accessible taxicabs including steps that will be taken to meet the need in its accessibility plan
- **S. 80 (1)** – municipalities to ensure owner and operators of taxicabs are prohibited from charging a higher fare or additional fee for persons with disabilities than for persons without disabilities for the same trip and from charging a fee for the storage of mobility aids or mobility assistive devices.
- **S. 80 (2) and (3)** – requirements relating to the placement of registration/signage and ensuring operators of taxicabs make vehicle registration and identification in an accessible format.

The City meets the requirements of the A.O.D.A. and O. Reg 191/11 through its annual taxicab inspection program which occurs in April; through regular consultation with applicable stakeholders; as well as through its annual reporting as part of the City's Accessibility Plan.

4.1.2 City's Efforts to Incentivize W.A.V. in the V.F.H. Industry

Since the review of the V.F.H. By-law which concluded with the passing of the V.F.H. By-law in March 2022, the City has introduced a number of measures to incentivize the supply and provision of W.A.V. in the local V.F.H. Industry. These measures include:

- Removing the limit on the number of accessible taxicabs that can provide service in Oshawa allowing any owner/operator to operate an accessible taxicab at any time provided the W.A.V. complies with applicable standards
- Establishing Free City Drivers Licences for accessibility-trained drivers
- Establishing Free Taxicab Licences for accessible taxicabs
- Extending the model year limits for taxicabs from ten (10) years to twelve (12) years, subject to additional inspections, to allow taxicab owners to spread out the capital cost of an accessible taxicab for a longer period.
- Streamlining regulatory processes (e.g. for taxicab inspections, online applications, etc.) and requirements to make it easier for the V.F.H. industry to obtain a licence.

- Approving digital/soft meters to support innovation for Taxicab Brokers that can demonstrate accurate measurement and compliance with the V.F.H. by-law.
- Participating in Regional Working Group on accessible taxicabs to discuss measures to increase the supply of W.A.V.

4.1.3 Stakeholder Consultations: O.A.A.C., Accessible Taxicab Survey, Regional Accessible Taxicab Working Group, and Taxicab Brokers

The City has undertaken a consultation with a broad range of stakeholders since 2024 relating to the issue of W.A.V.s and incentivizing the supply of accessible taxicabs in Oshawa. **Table 1** provides a summary of the consultation and findings since 2024.

Table 1 Summary of Stakeholder Consultations related to W.A.V.s

Stakeholder	Method of Consultation & Timing	Key Findings
O.A.A.C.	October 21, 2025	<ul style="list-style-type: none"> • Supportive of Proposed Intermunicipal Exemption (detailed in Section 4.4) • Experienced challenges related to availability of W.A.V. despite booking services in advance; rides are not guaranteed. • Improvements are required to availability of W.A.V. in Oshawa. • Recommends removing “flat fees” for other municipalities (e.g. Whitby) W.A.V. for providing service in Oshawa.¹
Municipalities of Durham Region Accessible Taxicab Survey (see Attachment 1)	September 10 to October 31, 2024	<ul style="list-style-type: none"> • Region-wide Survey for Accessible Taxicabs conducted between September 10 to October 2024 with 148 total respondents. • Survey cross-promoted by all municipalities in Durham Region • Majority of W.A.V. trips are to medical appointments • Availability of W.A.V. cited as a significant challenge • 91% of question respondents cited that W.A.V.s were in a fair to exceptional condition

Stakeholder	Method of Consultation & Timing	Key Findings
Regional Municipal Working Group	Working Group (February to June 2024)	<ul style="list-style-type: none"> All municipalities in Durham Region report limited availability of W.A.V.s and accessible taxicabs Faced similar challenges (high cost, lack of accessibility-trained drivers, etc.) Some municipalities expressed difficulties with implementing measures to incentivize more W.A.V. in V.F.H. industry
Taxi Broker Consultation	Broker Meetings (February 2024)	<ul style="list-style-type: none"> Capital and Operating Costs for Accessible Taxicabs are significant Lower demand for service and hard to find drivers Taxi Industry is facing significant industry challenges Supportive of investigating a reciprocal licensing arrangement for W.A.V. to provide W.A.V. cross-border services

Note: ¹ Fares are established and administered by the Town of Whitby for Taxicabs licensed by the Town.

4.2 Municipal Benchmarking and Measures to Incentivize W.A.V. in the V.F.H. Industry

Staff conducted a benchmarking exercise as part of this report to ascertain measures other municipalities have implemented to incentivize more W.A.V. services in their V.F.H. industries. Specifically, the benchmarking focused on the following incentives:

- **Dedicated V.F.H. Accessibility Surcharge** – refers to a separate and additional fee on top of a per trip fee which is established to collect funds to support municipal programs that incentivize more W.A.V.s in the V.F.H. industry.
- **Accessibility Grants applicable to W.A.V.** – refers to a municipal fund that supports the capital cost of a W.A.V. for a V.F.H. company.
- **W.A.V. Passenger Fare Subsidy** – refers to a subsidy provided to individuals with accessibility needs to defray a portion of the cost of using a W.A.V. service.
- **Percentage of V.F.H. fleet to be W.A.V.** – refers to a municipal requirement to maintain a portion of a V.F.H. Companies’ fleet as W.A.V.

The following municipalities were surveyed and selected based on population size and/or scope and similarities of regulations related to their V.F.H. industries:

- City of Pickering
- Town of Ajax
- Town of Whitby
- Municipality of Clarington
- City of Toronto
- City of Markham
- City of Guelph
- City of Mississauga
- City of Brampton
- Region of Waterloo
- City of London
- City of Windsor
- City of Ottawa
- City of Kingston

The comprehensive benchmarking is appended as Attachment 3 and the key findings are as follows:

- Of the fourteen (14) municipalities surveyed, only:
 - Six (6) municipalities (approximately 43%) have implemented a Dedicated V.F.H. Accessibility Surcharge; however, two (2) are considering eliminating it in the future.
 - Four (4) municipalities (approximately 29%) have implemented Accessibility Grants applicable to W.A.V.s
 - Six (6) municipalities (approximately 43%) have implemented W.A.V. Passenger Fare Subsidies. It is important to note that Fare Subsidies have been implemented by single or upper-tier municipalities responsible for Public Transit.
 - Six (6) municipalities (approximately 43%) have established a standard whereby a portion of a V.F.H. Companies' fleet must be comprised of W.A.V.s
- W.A.V. Passenger Fare Subsidies appear to be established solely by single or upper-tier municipalities who are responsible for public transit services.
- Some municipalities have established requirements for a portion of a V.F.H. Companies fleet to be W.A.V.s; however, some have indicated that enforcing the standard has been challenging as local taxicab industries lack the resources to purchase and operate W.A.V.s

While the City of Oshawa has not implemented the four (4) incentives identified in the benchmarking, it is important to note that the City has implemented a number of other measures to incentivize the number of W.A.V.s in the City. These measures are detailed in Section 4.1.2 of this report.

4.3 Other Sources of Funding for W.A.V.s

Staff conducted a review of potential funding sources for W.A.V.s for Oshawa's V.F.H. Industry and identified the following:

- The province of Ontario has an Ontario Transit Investment Fund ("O.T.I.F.") program which considers projects that start up and/or grow transit services to address gaps of service in a municipality. While O.T.I.F. is predominantly applicable to municipalities who are responsible for public transit services, municipalities that are not responsible for public transit services may be eligible for funding under certain scoped and unique circumstances.
- Certain non-profit organizations provide grant funding for W.A.V. Private companies (i.e. Taxicab Companies) may be eligible for such grants.
- Purchasers of W.A.V.s may be eligible for a partial rebate for the G.S.T./H.S.T. paid on a portion of a qualifying vehicle that enables an individual who uses a wheelchair to use the vehicle, be transported in the vehicle, or to equip the vehicle with an auxiliary driving control that facilitates the operation of the vehicle by an individual with a disability.

4.4 Intermunicipal Exemption for Accessible Taxicabs

The City has been in active discussions as part of a Regional Municipal Working Group on increasing the supply of W.A.V.s with discussions primarily occurring between February to June 2024. As part of these discussions, and in response to Council's March 25, 2024 Direction concerning Item SF-24-08 related to reciprocal licensing, the City studied the matter of reciprocal licensing alongside its peer municipalities and determined that establishing an Intermunicipal Exemption for licensed accessible taxicabs ("Intermunicipal Exemption") was more effective and efficient.

An Intermunicipal Exemption would permit accessible taxicabs licensed in any Durham Region municipality (i.e. Oshawa, Pickering, Ajax, Whitby, Clarington, Scugog, Uxbridge, and Brock) to pick up passengers anywhere in the Region and drop them off at any location. Currently, all taxis, including accessible taxicabs, must be licensed in the municipality where they pick up passengers. With this exemption, accessible taxicabs would only need a licence from one (1) Durham municipality to pick up riders anywhere in the Region. The intent of the proposed Intermunicipal Exemption for accessible taxicabs seeks to incentivize the supply of accessible taxicabs and W.A.V. by creating greater demand for services (i.e. with more demand, there will be greater supply) which directly responds to the feedback provided by the Taxicab Industry.

The highlights of an Intermunicipal Exemption are as follows:

- Applicable **only** for accessible taxicabs.
- Permits the pick up of passengers in any municipality in Durham Region provided that:
 - The origin municipality (i.e. where the trip starts) in Durham Region has established an Intermunicipal Exemption
 - The accessible taxicab holds a valid licence from any Durham Region municipality and is regulated by that municipality for the purposes of health, safety and consumer protection
- The accessible taxicab complies with all applicable laws including the A.O.D.A. and O. Reg 191/11 and the applicable municipality’s V.F.H. by-law.

A draft by-law is appended as Attachment 2 which, if approved, would establish an Intermunicipal Exemption in the City of Oshawa.

While an Intermunicipal Exemption is similar to a reciprocal licensing arrangement, a reciprocal licensing arrangement would be more complex to establish and require more administration. For instance, under a reciprocal licensing arrangement, participating municipalities may need to harmonize taxicab fare/tariff rates and other standards across all participating municipalities which would result in substantial administration. Given that an Intermunicipal Exemption would achieve the same objectives of a reciprocal licensing arrangement but more efficiently, it was determined that an Intermunicipal Exemption approach would be the preferred option.

Staff presented the proposed Intermunicipal Exemption to the O.A.A.C. at its meeting on October 21, 2025, at which time the Committee passed a resolution of support in principle for the proposed initiative.

The majority of Durham Region municipalities have established, or are in the process of establishing the Intermunicipal Exemption, this is detailed in **Table 2**.

Table 2 Durham Region Municipalities and Status of Intermunicipal Exemption

Municipality	Status	Date
City of Pickering	In progress	November 24, 2025
Town of Ajax	Intermunicipal Exemption Approved	April 12, 2025
Town of Whitby	Intermunicipal Exemption Approved	June 23, 2025
Municipality of Clarington	Intermunicipal Exemption Approved	April 28, 2025
Township of Brock	In progress	2026
Township of Uxbridge	Intermunicipal Exemption Approved	May 12, 2025
Township of Scugog	Did not respond in time for Report	N/A

Staff do not recommend introducing a dedicated V.F.H. Accessibility Surcharge or requiring that a set percentage of the V.F.H. fleet (including taxis and T.N.C.s) be wheelchair-accessible at this time, as these measures would likely create challenges for the local taxicab industry.

4.5 Communications Plan and Implementation

Should Council approve the Intermunicipal Exemption, staff will work with internal departments and licensing partners to develop a strategic communications plan to share the changes and improvements to the V.F.H. by-law and program. Staff will further collaborate with Corporate Communications and Legislative Services to reach interested stakeholders to share highlights of an Intermunicipal Exemption with the general public and consumers. Communication activities will include:

- City communication channels including website updates, City News Notice emailed to subscribers and social media messages
- Direct engagement and coordinated communications with the O.A.A.C.
- Direct engagement with currently licensed Taxicab Companies

5.0 Financial Implications

There are no financial implications directly related to the recommendations in this report.

6.0 Relationship to the Oshawa Strategic Plan

This report responds to the Oshawa Strategic Plan Priority Area “Belong: Inclusive and Healthy Community” with the goal to reduce systemic barriers and deliver engaging, equitable and culturally inclusive programs and services for all participants.



Phil Lyon, Director,
Municipal Law Enforcement and Licensing Services



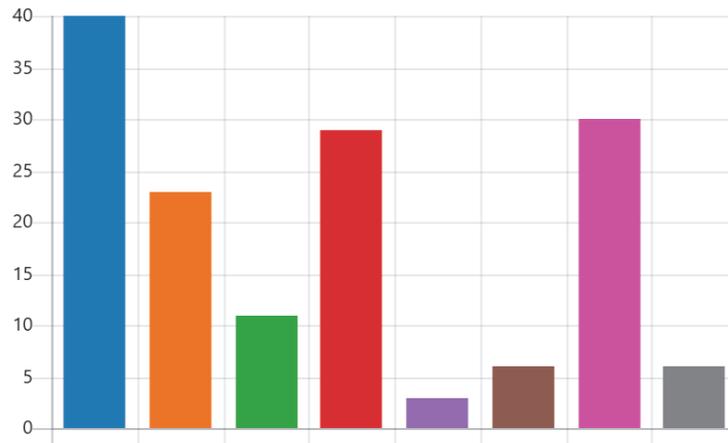
Adam Grant, Commissioner,
Safety and Facilities Services Department

Accessible taxi survey

148 Responses 03:31 Average time to complete Active Status

1. Please indicate which city, town or township you reside in.

● Ajax	40
● Brock	23
● Clarington	11
● Oshawa	29
● Pickering	3
● Scugog	6
● Whitby	30
● Uxbridge	6



2. Please indicate your postal code.

148
Responses

Latest Responses

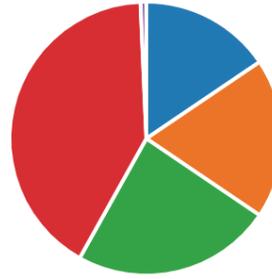
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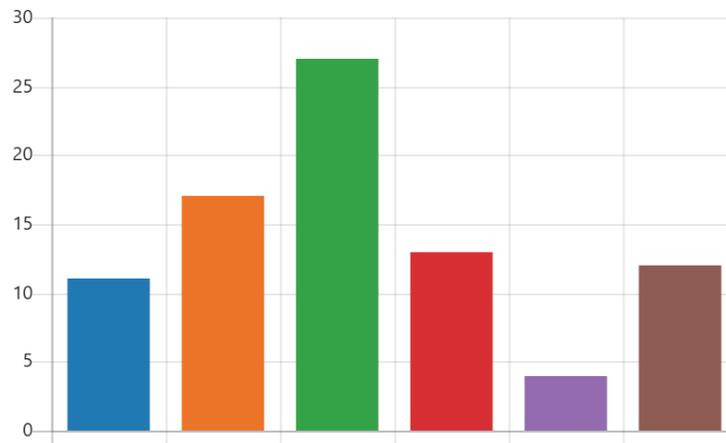
3. Do you currently use accessible taxis?

Yes, for myself	23
Yes, as a caregiver	28
I would if it were available in ...	35
No, I do not use accessible taxis	61
Other	1



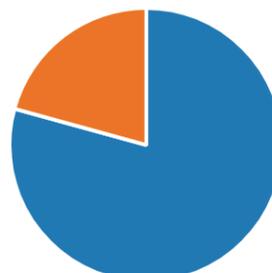
4. How often do you use accessible taxis?

Daily	11
Weekly	17
Monthly	27
Seasonally	13
Annually	4
Never	12



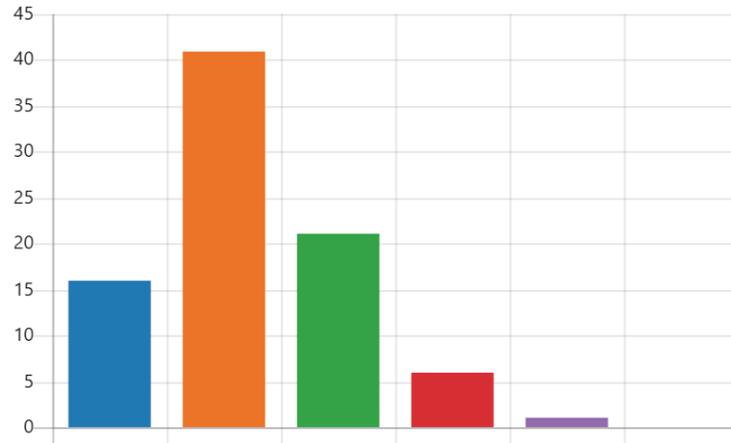
5. In the last 24 months have you needed an accessible taxi and were not able to book one?

Yes	65
No	17



6. If an accessible taxi were available how often do you think you would use it?

Daily	16
Weekly	41
Monthly	21
Seasonal	6
Annually	1
Never	0



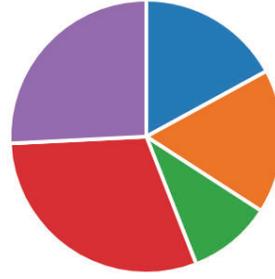
7. What is your primary destination when using accessible taxi services? Check all that apply.

Employment/volunteering	23
Health/medical appointment	68
Leisure (casino, restaurant, mo...	29
Personal errands (groceries, b...	47
Other	11



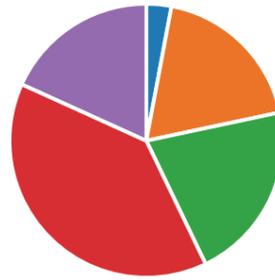
8. Which other types of transportation do you use? Select all that apply.

- Private transportation compan... 43
- Durham Region Transit 43
- Durham Region Transit Special... 25
- Personal Vehicle 76
- Vehicles belonging to friends ... 65



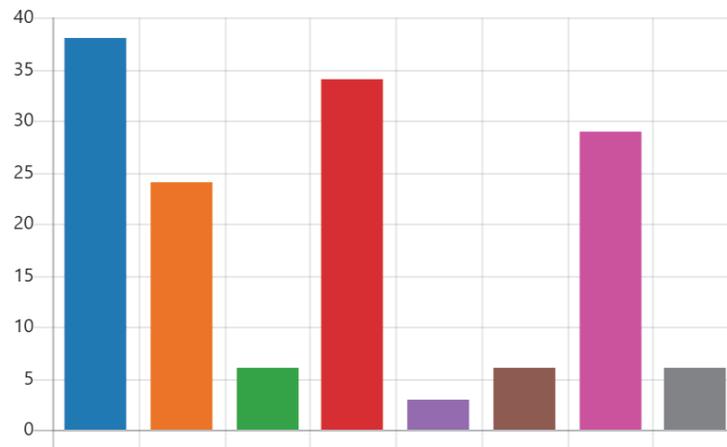
9. What challenges have you encountered when using accessible taxi services? Select all that apply.

- No challenges – Accessible Ta... 6
- I had a need in the past but w... 38
- Too costly 43
- Accessible taxi was not availab... 79
- Other 37



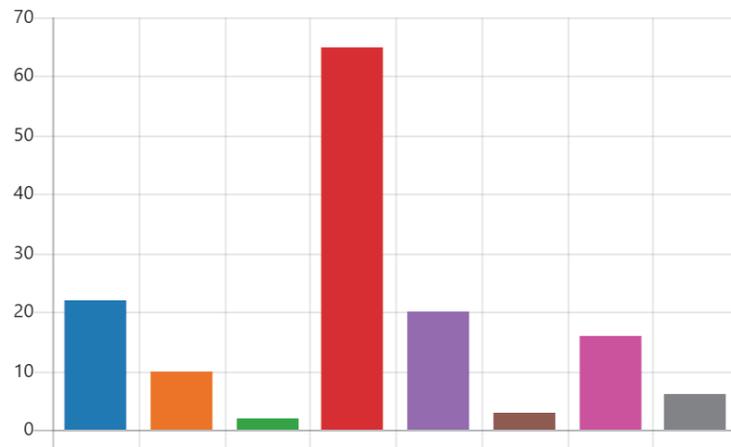
10. Which municipality are you likely to start your travel from?

● Ajax	38
● Brock	24
● Clarington	6
● Oshawa	34
● Pickering	3
● Scugog	6
● Whitby	29
● Uxbridge	6



11. Which municipality are you likely to travel to?

● Ajax	22
● Brock	10
● Clarington	2
● Oshawa	65
● Pickering	20
● Scugog	3
● Whitby	16
● Uxbridge	6



12. Condition of vehicle:

● Exceptional	5
● Good	33
● Fair	35
● Poor	7



13. Cleanliness of vehicle:

● Exceptional	3
● Good	40
● Fair	31
● Poor	6



14. Driver professionalism:

● Exceptional	12
● Good	37
● Fair	27
● Poor	4



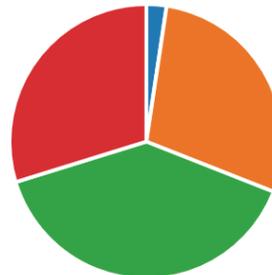
15. Timeliness of pickup

● Exceptional	9
● Good	21
● Fair	31
● Poor	21



16. Overall service with an accessible taxi in Durham Region

● Exceptional	2
● Good	24
● Fair	33
● Poor	25





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**Draft By-law -2025
of The Corporation of the City of Oshawa**

Being a by-law to further amend Vehicle-for-Hire By-law 31-2022, as amended.

Whereas on December 15, 2025, the Council of the Corporation of the City of Oshawa directed amendments to the Vehicle-for-Hire By-law 31-2022, as amended to permit accessible taxicabs licensed by any of the eight (8) Durham Region lower-tier municipalities for the purposes of incentivizing the increased supply of accessible taxicabs within the City of Oshawa and Durham Region; and,

Whereas the Council of the Corporation of the City of Oshawa find it desirable to further amend Vehicle-for-Hire By-law 31-2022, as amended.

Therefore it is enacted as a by-law of The Corporation of the City of Oshawa as follows:

1. The Vehicle-for-Hire By-law 31-2022, as amended is hereby amended as follows:

1.1 Section 2 is amended by adding a new Subsection 2.3 immediately following Subsection 2.2, as follows:

“2.3 Notwithstanding Section 2.2, no provision in this By-law shall restrict, limit, or prevent owners and drivers of Accessible Motor Vehicles licensed for the purposes of taxicab conveyances by any of the eight (8) lower-tier Durham Region municipalities from the hiring of a conveyance from within the City of Oshawa when the purpose of the conveyance is to transport persons with physical, emotional or mental disabilities anywhere within the Region of Durham.”

1.2 Section 2 is amended by adding a new Subsection 2.4 immediately following the new Subsection 2.3, as follows:

“2.4 Notwithstanding Section 2.3, where they believe it is in the public interest, the Director may suspend the general application of Section 2.3 or the specific application of Section 2.3 related to an owner or driver of an Accessible Motor Vehicle on the basis of health and safety, consumer protection and nuisance control. Invocation of this authority is at the discretion of the Director and not subject to appeal.”

1.3 Section 11 is further amended by deleting Article 11.1 in its entirety and replacing it with the following:

“11.1 With the exception of Section 2.4 of this By-law, where any Person is affected by a decision of the Director or an order issued by an Officer under this By-law, such Person may appeal the decision to a City Hearings Officer within ten (10) days after the notice date of the order, decision and/or cancellation (as the case may be), by providing a letter to the Director stating the facts they are relying on for their appeal and the reasons why they believe an appeal should be granted, together with any applicable fees as prescribed in the City’s Fees and Charges By-law 109-2024, as amended, for the hearing of an appeal.”

2. This by-law shall come into full force and effect on the date of passage.

By-law passed this day of , 2025.

Mayor

City Clerk

Municipal Benchmarking on Measures to Incentivize W.A.V. in the V.F.H. Industry

Municipality	Dedicated V.F.H. Accessibility Surcharge	Accessibility Grants applicable to W.A.V.	W.A.V. Passenger Fare Subsidy	Percentage of V.F.H. Fleet to be W.A.V.
Oshawa ¹				
Pickering	<input checked="" type="checkbox"/> (removing) ²			<input checked="" type="checkbox"/>
Ajax	<input checked="" type="checkbox"/> (removing) ³			<input checked="" type="checkbox"/> ⁴
Whitby		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Clarington				
Toronto	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Markham				
Guelph			<input checked="" type="checkbox"/>	
Mississauga			*	
Brampton			*	
Region of Waterloo ⁵	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
London				
Windsor				
Ottawa	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Kingston	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	

Notes:

- **Dedicated V.F.H. Accessibility Surcharge** – refers to a separate and additional fee on top of a per trip fee which is established to collect funds to support municipal programs that incentivize more W.A.V.s in the V.F.H. industry.
- **Accessibility Grants applicable to W.A.V.** – refers to a municipal fund that supports the capital cost of a W.A.V. for a V.F.H. company.
- **W.A.V. Passenger Fare Subsidy** – refers to a subsidy provided to individuals with accessibility needs to defray a portion of the cost of using a W.A.V. service.
- **Percentage of V.F.H. fleet to be W.A.V.** – refers to a municipal requirement to maintain a portion of a V.F.H. Companies' fleet as W.A.V.s
- ¹It is important to note that the City of Oshawa has implemented a number of other measures to incentivize the number of W.A.V.s in the City. These measures are detailed in Section 4.1.2 of the Report.
- ²The City of Pickering is considering eliminating the Dedicated V.F.H. Accessibility Surcharge to ensure fairness in the V.F.H. industry.
- ³The Town of Ajax is considering eliminating the Dedicated V.F.H. Accessibility Surcharge as there are presently no licensed taxicab companies in the municipality.
- ⁴There are presently no taxicab companies licensed in the Town of Ajax.
- ⁵Region of Waterloo was benchmarked as they administer Vehicle-for-Hire Licensing for all municipalities within the Region of Waterloo.
- *Fare subsidy is provided and administered by the Region of Peel through its specialized [TransHelp program](#).