



# Vehicle for Hire Standards - Survey

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## SURVEY RESPONSE REPORT

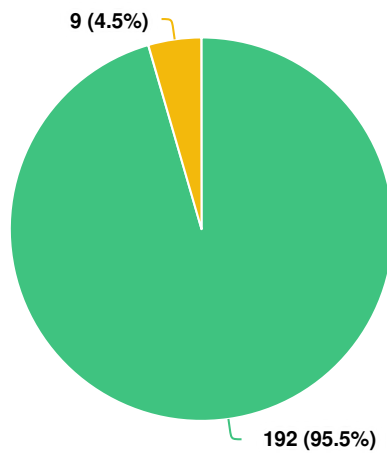
20 March 2024 - 18 April 2024

### PROJECT NAME:

Vehicle for Hire Standards

# SURVEY QUESTIONS

## Q1 Are you a resident of Cobourg?



### Question options

☒ Yes ☐ No

*Mandatory Question (200 response(s))*  
*Question type: Radio Button Question*

**Q2 | Where do you reside?**

Screen Name Redacted

Hamilton TWP

4/05/2024 07:14 AM

Screen Name Redacted

Port Hope

4/05/2024 11:39 AM

Screen Name Redacted

Grafton

4/05/2024 01:43 PM

Screen Name Redacted

Port Hope

4/05/2024 02:37 PM

Screen Name Redacted

Bewdley

4/05/2024 02:40 PM

Screen Name Redacted

Grafton

4/05/2024 03:13 PM

Screen Name Redacted

Alnwick/Haldimand

4/12/2024 07:43 AM

Screen Name Redacted

Roseneath

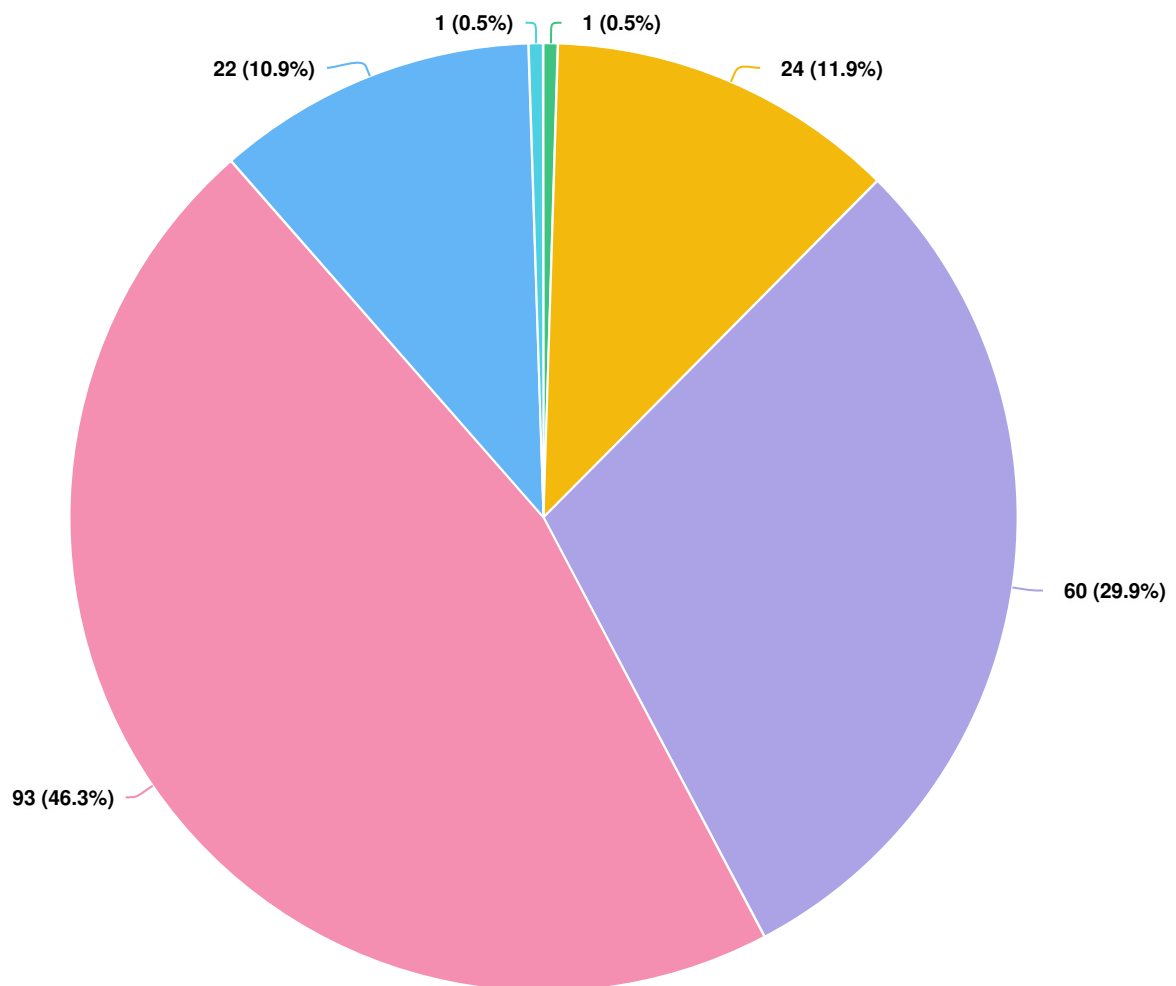
4/15/2024 04:44 PM

Screen Name Redacted

Hamilton Township

4/17/2024 02:09 PM

**Optional question** (9 response(s), 191 skipped)**Question type:** Single Line Question

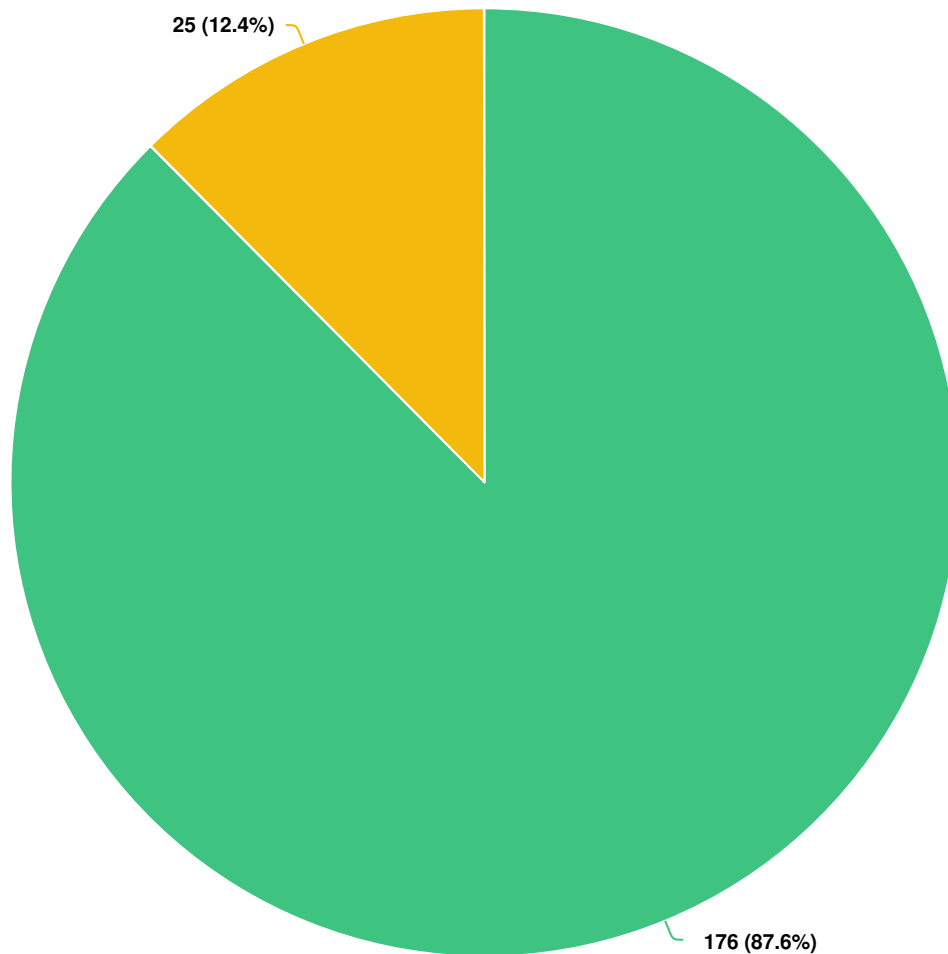
**Q3** What is your age?**Question options**

● 13-18 years old ● 19-35 years old ● 36-55 years old ● 56-75 years old ● 76+ years old ● Prefer not to say

*Mandatory Question (200 response(s))*

*Question type: Radio Button Question*

**Q4 | Have you read the draft Vehicle For Hire By-law and corresponding Amendment to the Fees and Charges By-law?**



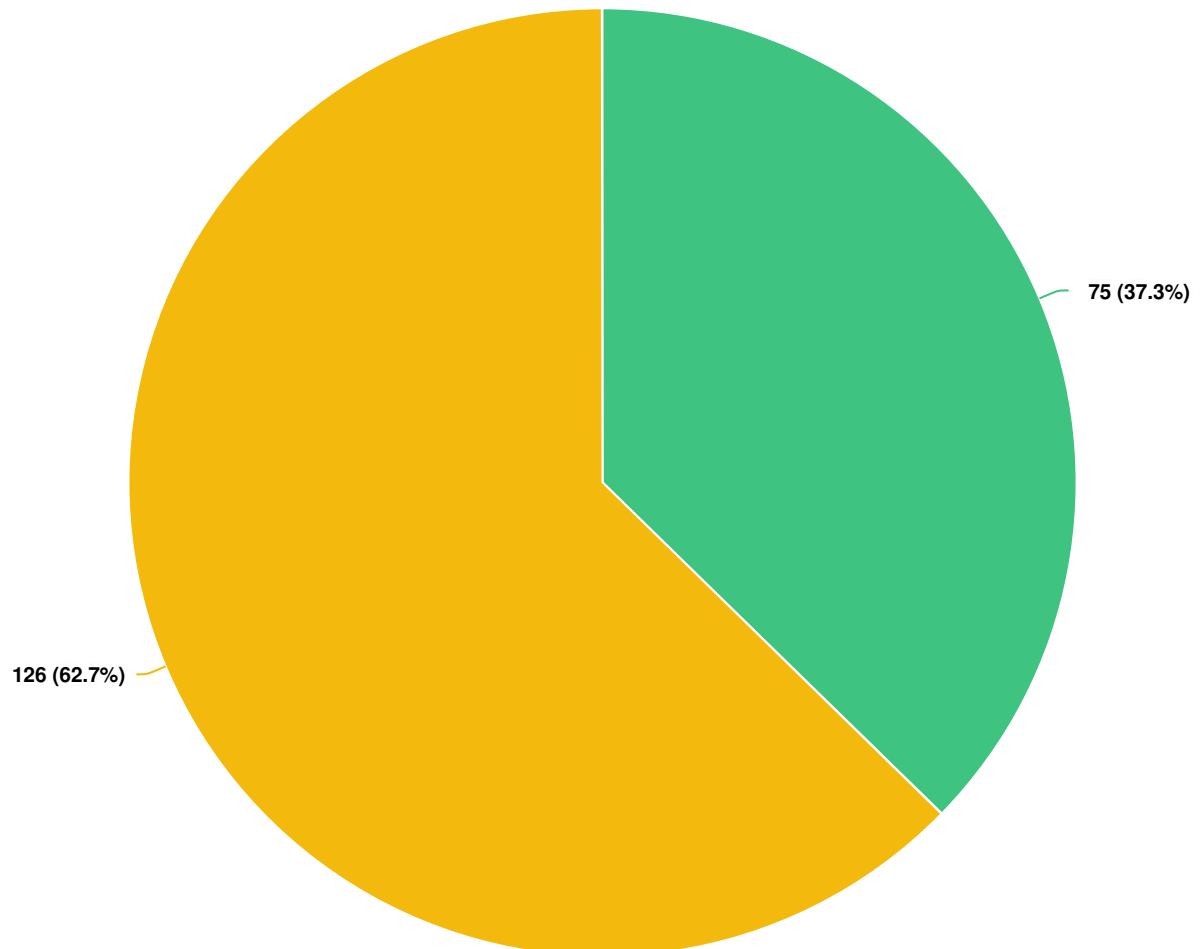
**Question options**

☒ Yes ☐ No

*Optional question (200 response(s), 0 skipped)*

*Question type: Radio Button Question*

**Q5** | Are you currently a user of any Vehicle For Hire services (Taxi, Designated Driving Services, Local Transportation Network companies, Limousines) in the Town of Cobourg?



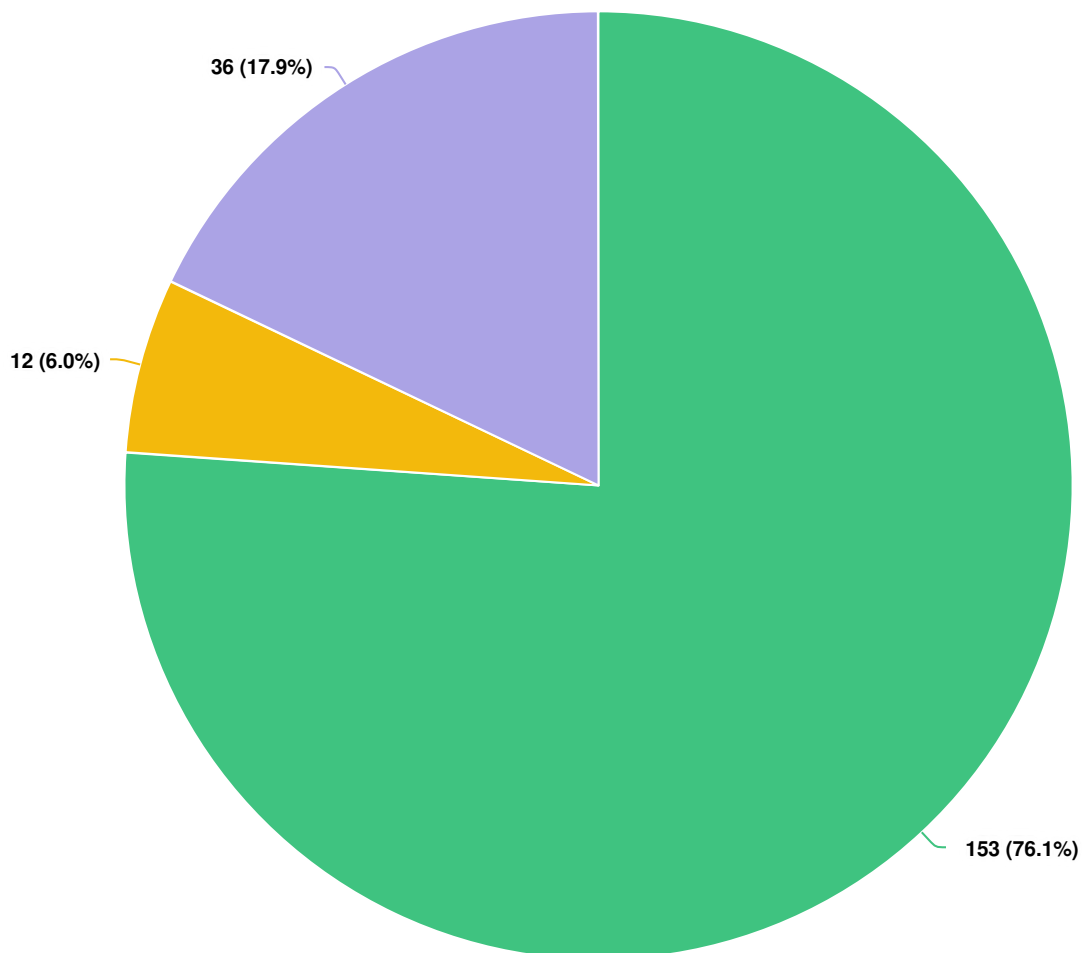
**Question options**

☒ Yes ☐ No

*Mandatory Question (200 response(s))*

*Question type: Radio Button Question*

**Q6** | If the Town of Cobourg were to implement the Vehicle for Hire By-law, regulating standards for all Vehicle for Hire services in the Town of Cobourg, would you feel more confident using these services?

**Question options**

☒ Yes ☐ No ☐ Maybe

Mandatory Question (200 response(s))  
Question type: Radio Button Question



## Q7 | If no, please tell us why?

Screen Name Redacted

4/04/2024 03:59 PM

Just not required

Screen Name Redacted

4/04/2024 07:22 PM

I'm perfectly comfortable without further regulation in place. Existing regulation is not enforced. Additional regulations will also not be enforced

Screen Name Redacted

4/05/2024 07:30 AM

unreliable service in the past, sketchy drivers

Screen Name Redacted

4/05/2024 02:49 PM

Over regulated and we don't have enough services

Screen Name Redacted

4/05/2024 02:54 PM

I don't think this Town is big enough, maybe a city but not here.

Screen Name Redacted

4/05/2024 05:54 PM

Not important to me

Screen Name Redacted

4/07/2024 02:07 PM

There is already enough bylaws and regulations governing drivers and their cars New laws mean higher costs

Screen Name Redacted

4/09/2024 04:39 PM

Cobourg taxi services already meet a high bar.

Screen Name Redacted

4/13/2024 01:08 PM

Our current laws protect us

Screen Name Redacted

4/17/2024 02:13 PM

It's a lot safer to take a ride in any Vehicle around town than walking down Main Street

Screen Name Redacted

4/17/2024 07:09 PM

In the majority of locations "app drivers" (eg., Uber) are operating, there is no special licensing. Our current system simply doesn't work, and enforcing licensing will discourage ride share companies from wanting to operate here.

**Optional question** (11 response(s), 189 skipped)

**Question type:** Essay Question

**Q8 | The Staff Report, Vehicle for Hire Standards, from April 3, 2024 attached to this project, provides a summary of issues addressed by industry providers. Are there any other concerns or considerations you would like to present to Council regarding the Vehicle For Hire By-law?**

Screen Name Redacted

4/04/2024 03:47 PM

Lyft only

Screen Name Redacted

4/04/2024 03:48 PM

I find the service very irregular, and think it is due to the relatively small market. Is there any discussion about allowing UBER etc. into the Cobourg area?

Screen Name Redacted

4/04/2024 03:49 PM

Availability is the key. I have tried a cab service in the past. The wait was always an hour or more. Stop using 5 years ago.

Screen Name Redacted

4/04/2024 03:56 PM

No

Screen Name Redacted

4/04/2024 03:58 PM

No taxis available late at night!

Screen Name Redacted

4/04/2024 03:58 PM

Not at this time, thanks.

Screen Name Redacted

4/04/2024 03:59 PM

No

Screen Name Redacted

4/04/2024 04:01 PM

No

Screen Name Redacted

4/04/2024 04:04 PM

No

Screen Name Redacted

4/04/2024 04:06 PM

nope

Screen Name Redacted

4/04/2024 04:22 PM

There should be transportation for hire available till fairly late in the evening, particularly on the weekend and holidays. I would suggest 10 pm weekdays, midnight weekend and holidays.

Screen Name Redacted 4/04/2024 04:30 PM	No
Screen Name Redacted 4/04/2024 04:34 PM	No
Screen Name Redacted 4/04/2024 04:38 PM	No the standards are clear and easy to understand.
Screen Name Redacted 4/04/2024 04:50 PM	My only concern is if this would in any way limit the opportunities for Uber or Lyft to come to Cobourg. We desperately need this as there are only 3 taxis (or so) in the whole town and they are rarely available on demand, needing to be scheduled. If there is any emergency that does not require an ambulance, there is no way to quickly get transport. Also, the need to schedule rides far in advance likely leads to more drinking and driving. If we have food delivery people for hire, we should also be able to have Uber or Lyft.
Screen Name Redacted 4/04/2024 04:52 PM	In all cases, the bylaw should promote entry into the market for taxi, TNC, DD and food delivery...nothing about this bylaw should make it difficult to enter the market...the town must remove barriers, have a strategy to keep licensing costs low and foster ease of entry. Ensure there are ample resources available to aid in assisting those interested in gaining entry with ease and lack a complexity. This should not be seen as an opportunity to generate revenue for the Town - this is a service for residents so make it easy and inexpensive.
Screen Name Redacted 4/04/2024 05:08 PM	This is a service we desperately need. We do not have adequate service. There is enough work for both vehicle for hire and traditional taxi service.
Screen Name Redacted 4/04/2024 05:12 PM	Should be a County initiative - not a Cobourg initiative
Screen Name Redacted 4/04/2024 05:13 PM	I have concerns about the upkeep and road worthiness of the vehicles.
Screen Name Redacted 4/04/2024 05:20 PM	No

Screen Name Redacted 4/04/2024 05:21 PM	No
Screen Name Redacted 4/04/2024 05:22 PM	No
Screen Name Redacted 4/04/2024 05:41 PM	An über type system would be great in Cobourg and surrounding areas. Considerations- drivers with licences, drivers with name and licence info clearly displayed. Seatbelts
Screen Name Redacted 4/04/2024 06:25 PM	i use Uber and Bolt when possible. I find the service quick reliable and reasonably priced generally Uber/Bolt cars are clean vs Cobourg taxis
Screen Name Redacted 4/04/2024 06:37 PM	My main concern is that we desperately need Uber or Lyft in Cobourg there are hundred of people online asking for the Town to allow the service to operate. With only two taxis you cannot often get one also they are very expensive and not everyone has access to a car. The transit system is often fully booked out many days in advance and runs on very limited hours. Please bring Uber to Cobourg thank you!!!
Screen Name Redacted 4/04/2024 09:18 PM	Will the type of vehicle be available before booking? Ie a SUV is easier to getnin and out of versus a sedan.
Screen Name Redacted 4/05/2024 12:10 AM	No
Screen Name Redacted 4/05/2024 01:02 AM	No
Screen Name Redacted 4/05/2024 07:14 AM	no
Screen Name Redacted 4/05/2024 07:23 AM	The taxi companies don't want ride share because they know they will lose business
Screen Name Redacted 4/05/2024 07:30 AM	passenger safety
Screen Name Redacted	No

4/05/2024 11:04 AM

Screen Name Redacted

4/05/2024 11:20 AM

No concerns we need safe ride home programs cannot support local businesses if can't get Hine safely.

Screen Name Redacted

4/05/2024 11:21 AM

We need safe rude home programs no luck with taxi services.

Screen Name Redacted

4/05/2024 11:58 AM

Little discussion regarding driverless vehicles. They will be here sooner than we think

Screen Name Redacted

4/05/2024 12:00 PM

need uber service

Screen Name Redacted

4/05/2024 12:02 PM

The proposed By-Law should encourage greater competition among vehicle for hire companies and services. I would like to see Uber and Lyft rideshare services in the Town of Cobourg.

Screen Name Redacted

4/05/2024 12:15 PM

No

Screen Name Redacted

4/05/2024 12:32 PM

No

Screen Name Redacted

4/05/2024 01:33 PM

Meeting demand. We need to know the service will be there for us.

Screen Name Redacted

4/05/2024 01:33 PM

We need more taxi or Uber because people can't support local businesses if they want to drink which takes money away from people

Screen Name Redacted

4/05/2024 01:55 PM

More wheelchair accessible transportation besides public transit!

Screen Name Redacted

4/05/2024 02:23 PM

Please open this up for residence!! The taxi service in town is unreliable and I have been left stranded multiple times. People would be more inclined to going out if they had a reliable ride home.

Screen Name Redacted

4/05/2024 02:40 PM

It's a great idea

Screen Name Redacted 4/05/2024 02:54 PM	Not at this time
Screen Name Redacted 4/05/2024 02:58 PM	Makes it easier to rely on for going to work and to home in daily living. Not just to go to work but also anywhere else that need be to travel to in long distance from home.
Screen Name Redacted 4/05/2024 03:39 PM	Need more options to get around. Need them to be reliable and work hours needed to sustain a job ex past 9 and show up on time. Past taxis never showed or hours late or just available at 9pm when shops close. Leaving young kids stranded in winter outside in dangerous situations Need them affordable.
Screen Name Redacted 4/05/2024 03:54 PM	I have nothing to add but there is something I think needs to be deleted. The point about the Transportation Companies submitting a anonymized copy of their trip records makes no sense. What is to be gained from the town having this information? And what would they use it for anyway? This is a carryover from the old taxi bylaw and is irrelevant when you have an environment where the companies are required to meet standards to protect the citizens of the town but have no accountability for the fees they charge. This renders this requirement meaningless and a burden to the companies for which there is no good reason. It needs to be amended.
Screen Name Redacted 4/05/2024 04:30 PM	The sooner the better for Uber and Lyft. We are frequent users of Uber in other cities and love it!
Screen Name Redacted 4/05/2024 05:59 PM	Just the consideration of accessible vehicles, available at any time a VFH is available to the public.
Screen Name Redacted 4/05/2024 06:25 PM	The way it is now, unable to get consistent reliable services to get you home from downtown bars or restaurants at night/ throughout the night. We would go out more and support local businesses if we could for live music or family gatherings and are able to partake in a few cocktails.
Screen Name Redacted 4/05/2024 07:10 PM	no
Screen Name Redacted	No

4/05/2024 10:53 PM

Screen Name Redacted No

4/06/2024 05:28 AM

Screen Name Redacted no concerns

4/06/2024 08:07 AM

Screen Name Redacted No it's desperately needed... 2 taxis don't cut it and nothing after 8pm

4/06/2024 08:32 AM

Screen Name Redacted No

4/06/2024 12:40 PM

Screen Name Redacted If the town already consulted with local Taxi companies & those companies were happy with the rules & Costs for them...then I think that is good. I would not want to make it more difficult for. Local companies to operate successfully.

4/06/2024 09:28 PM

Screen Name Redacted We need a service like this

4/07/2024 05:43 AM

Screen Name Redacted Encourage the growth of alternative low cost car journeys without to much legislation Do away with the under utilised Town Bus Service and save \$1 M a year Offer vouchers to those that used bus service

4/07/2024 02:07 PM

Screen Name Redacted No thank you. I think you did a great job!

4/07/2024 02:48 PM

Screen Name Redacted Many people my age are very happy to phone a TAXI on our, yes, our landline telephones, talk to a real person who assures us when the car will pull into our driveways. I have always trusted in them. The problem is currently there are precious few of them left. Please encourage more regular taxi companies in Cobourg- and don't bring in anything new that will jeopardize their livelihood!

4/08/2024 10:08 AM

Screen Name Redacted Please make sure we do-away-with the present transit system!

4/08/2024 07:21 PM

Screen Name Redacted No

4/09/2024 11:27 AM

Screen Name Redacted

4/09/2024 04:39 PM

Important to ensure a level of taxi service is maintained. There is a risk that the Uber model of service results in vehicle available to hire only during peak demand periods and no service available at other times.

Screen Name Redacted

4/10/2024 11:40 AM

No, satisfied with what's currently being presented

Screen Name Redacted

4/10/2024 10:58 PM

No

Screen Name Redacted

4/11/2024 01:21 PM

Vehicles licensed thru the vehicle for hire standards ie Accessibility vehicles should be subsidized for the folks needing them seniors may not be able to afford the fares and not able to use the service especially for health concerns

Screen Name Redacted

4/11/2024 02:23 PM

Get on with it, a sooner than later result of all this would be great.

Screen Name Redacted

4/11/2024 08:09 PM

Current taxi service in Northumberland is very poor and very expensive. Of course they are against bringing in competition for TNCs! Many older people don't know how safe, affordable and convenient TNCs are so is their input valid? Perhaps you should include some information on the user-friendliness and security features of TNCs that are not present in Taxi service.

Screen Name Redacted

4/12/2024 07:43 AM

In a free democracy, as long as someone doesn't threaten, harm or injure another person, they should be allowed to earn a living. WRT VFH, if the person has the required insurances to operate their vehicle, whether for person or food transport they should be allowed to - governments create too much red tape for innovation to take place and thereby hinder progress. All taxi licensing and fees should be eliminated to allow for competition.

Screen Name Redacted

4/12/2024 12:17 PM

no

Screen Name Redacted

4/12/2024 02:46 PM

No.

Screen Name Redacted

I don't know why the TMC would have to submit start distance fair



4/12/2024 05:14 PM

data so the town can adjust its cost. What cost? You have to drop this as this is like a taxi company and will affect cost. We older folks will need clean reliable transport we can afford. These regulations are Draconian and will add cost so the. We will not use it.

Screen Name Redacted

no

4/12/2024 11:19 PM

Screen Name Redacted

I would hope local taxicab companies are supported through this regulation, especially given the comments from local taxi representatives in the Vehicle for Hire Standards report. Also, favouring local companies will keep more money within the community.

4/13/2024 12:30 PM

Screen Name Redacted

No

4/14/2024 02:05 PM

Screen Name Redacted

Equal and standardized licensing and safety/insurance requirements would allow ride share services to be more trusted. Typically they are easy to use, reliable and have transparent pricing: all benefits.

4/15/2024 02:45 PM

Screen Name Redacted

No

4/16/2024 08:31 AM

Screen Name Redacted

Uber services are a no brainer. They are extremely important to keep our roads safe with quicker. Ride options for all taxpayers..

4/16/2024 08:35 AM

Screen Name Redacted

No. We need this service. I know of so many people or heard of people driving home drunk because we only have like two taxis and no one wants to wait.

4/16/2024 08:57 AM

Screen Name Redacted

Long overdue

4/16/2024 11:51 AM

Screen Name Redacted

None, we need this

4/16/2024 01:29 PM

Screen Name Redacted

Vehicles should all be electric. We need to be leaders in the fight against climate change.

4/17/2024 12:11 PM

Screen Name Redacted Is thai another tax grab??

4/17/2024 02:13 PM

Screen Name Redacted No

4/17/2024 03:44 PM

Screen Name Redacted No

4/17/2024 05:37 PM

Screen Name Redacted The current industry providers are not serving the needs of this community.

4/17/2024 07:09 PM

Screen Name Redacted It should mandate an accessible ride share option.

4/17/2024 09:04 PM

Screen Name Redacted No

4/17/2024 09:40 PM

**Optional question** (90 response(s), 110 skipped)

**Question type:** Essay Question

### Q9 | Do you have any other concerns or comments regarding the operation of Taxi services or Transportation Network Companies in Cobourg?

Screen Name Redacted Yes they have to be vetted and assure public they will be safe. No fly by nighters. Reputable only

4/04/2024 03:47 PM

Screen Name Redacted taxi services are expensive and not as user friendly as uber

4/04/2024 03:54 PM

Screen Name Redacted Services like Uber need to be allowed in Cobourg. There is a significant lack of reliable transport services (including the existing taxi companies). I was in emerg (arrived by ambulance) in a Sunday afternoon- on discharge at 4pm, I was told no taxis were available . This is not acceptable in the middle of the day!!

4/04/2024 03:56 PM

Screen Name Redacted Do the exist? Let's get Uber.

4/04/2024 03:58 PM

Screen Name Redacted Not really.

4/04/2024 03:58 PM

Screen Name Redacted No

4/04/2024 03:59 PM

Screen Name Redacted No

4/04/2024 04:01 PM

Screen Name Redacted No

4/04/2024 04:04 PM

Screen Name Redacted No concerns. Just need more of them , there is a real lack of available transportation here.

4/04/2024 04:06 PM

Screen Name Redacted No.

4/04/2024 04:22 PM

Screen Name Redacted No but current Taxi service is non existent.

4/04/2024 04:30 PM

Screen Name Redacted I am very happy we are looking at this and I hope we can establish more transportation options in Cobourg. Our taxi services are not sufficient and therefore this leads to limited attendance at restaurants in the downtown and out of town core due to no ride home and/or leads to more driving while under the influence.

4/04/2024 04:34 PM

Screen Name Redacted Yes - reasonable rates for seniors regardless of the mode of transportation. - rates should be posted on a designated website for passenger comparison. i.e. taxi versus Uber - for Uber, etc identity criteria should be outlined and posted somewhere.

4/04/2024 04:38 PM

Screen Name Redacted Yes - reasonable rates for seniors regardless of the mode of transportation. - rates should be posted on a designated website for passenger comparison. - Uber identity criteria should be made clear and posted possibly on the 'rate' website.

4/04/2024 04:42 PM

Screen Name Redacted Would love to have Uber or DD here so we can enjoy an evening out

4/04/2024 04:43 PM

Screen Name Redacted Bring us Uber or Lyft. Please!

4/04/2024 04:50 PM

Screen Name Redacted

4/04/2024 04:52 PM

YES - In all cases, the bylaw should promote entry into the market for taxi, TNC, DD and food delivery...nothing about this bylaw or the policies should make it more difficult to enter the market...the town must remove barriers, have a strategy to keep licensing costs low and foster ease of entry to increase supply and promote affordability. The taxi service has been decimated in the last 4 years and the Town can play a critical role in rebuilding it.

Screen Name Redacted

4/04/2024 04:53 PM

Our town desperately needs these services. Hope to see Uber and Lyft soon in our community.

Screen Name Redacted

4/04/2024 05:04 PM

If the town sees an increase in these available services, this could also mean these services could avoid busy streets; such as King, Division and D'Arcy. And the residential Streets such as Chapel, College, Henry and Watton could experience a higher volume of traffic, (due to limited stops signs) and potentially see vehicles not obeying the speed limits. Could the town monitor the traffic volume now and when the new bylaw goes into effect? If there is an increase, could we implement a secondary 4 way stop at Chapel st and Henry or Chapel and Watton?

Screen Name Redacted

4/04/2024 05:06 PM

We need more taxis. We also need a better bus system than On Demand. Since On Demand began I have been forced to take taxis everywhere and it is very expensive for a senior.

Screen Name Redacted

4/04/2024 05:08 PM

We simply need service.

Screen Name Redacted

4/04/2024 05:12 PM

Should be a County initiative - not a Cobourg initiative

Screen Name Redacted

4/04/2024 05:13 PM

No

Screen Name Redacted

4/04/2024 05:20 PM

No

Screen Name Redacted

4/04/2024 05:21 PM

No

Screen Name Redacted 4/04/2024 05:22 PM	No
Screen Name Redacted 4/04/2024 05:41 PM	Our own lacks an entire bussing system the most places have. Get with the times!!!
Screen Name Redacted 4/04/2024 05:58 PM	I am concerned that if I need a taxi or transportation late at night to get to the hospital or for other needs that there are no services available. Right now taxis are not always an option at night. They seem to make up their own rules for service and there is no competition.
Screen Name Redacted 4/04/2024 06:25 PM	beong handicapped an a non driver, any enhancement of transportation would be used it makes no sense to used metred taxis...an obsolete system vs modern mobile phone prepaid transit
Screen Name Redacted 4/04/2024 06:36 PM	Please implement vehicle for hire service ASAP!! Current taxi options offered are on a very limited basis with really smelly taxis, restricted times & long wait times! We need UBER and/or Lyft in Cobourg & the Northumberland area.
Screen Name Redacted 4/04/2024 06:37 PM	See above please bring uber
Screen Name Redacted 4/04/2024 07:00 PM	We most definitely need more ride sharing services here in Cobourg and northumberland county. This would also likely be more reliable for users, compare to other options. Can help improve connectivity from Cobourg to Oshawa GO. And cut down on drinking and driving when people would finally have the option for Uber or other ride sharing systems.
Screen Name Redacted 4/04/2024 07:22 PM	Networked services should be encouraged, not stymied
Screen Name Redacted 4/04/2024 09:18 PM	Will the hours the vehicles operate be 24 x 7 or greater than the current taxis? It is difficult to get a cab in the night.
Screen Name Redacted 4/04/2024 09:34 PM	I think they should be required to have emergency equipment for use in the event of breakdown during winter, trip interruption due to a severe storm, etc.

Screen Name Redacted 4/04/2024 09:46 PM	Regulated Uber/Lyft would be beneficial to Cobourg residents and reduce instances of drinking and driving.
Screen Name Redacted 4/05/2024 12:10 AM	No
Screen Name Redacted 4/05/2024 01:02 AM	Increased availability of vehicles for hire will enable residents to attend appointments/community events, patronize local businesses and socialize with friends and family without worrying about access to transportation.
Screen Name Redacted 4/05/2024 07:14 AM	no
Screen Name Redacted 4/05/2024 07:23 AM	The taxi services are useless, they are either too busy or don't have enough cars for the need. The bus system is as useless as they are either full, or the bus does not show up.
Screen Name Redacted 4/05/2024 07:30 AM	no
Screen Name Redacted 4/05/2024 10:17 AM	I find the taxi service in town to be very limited and not always available to meet my schedule. We need more choice in transportation services including services such as Uber
Screen Name Redacted 4/05/2024 11:04 AM	No
Screen Name Redacted 4/05/2024 11:20 AM	We need safe ride home programs to support local businesses..taxi unreliable not enough
Screen Name Redacted 4/05/2024 11:21 AM	Need safe ride home programs to be able to support local business.
Screen Name Redacted 4/05/2024 11:32 AM	There needs to be more taxi services!!
Screen Name Redacted 4/05/2024 11:39 AM	No, we need this change. Current taxi companies cannot keep up with demand, numerous times upwards of 45 minute wait times for a

ride reported by residence of Cobourg.

Screen Name Redacted

No

4/05/2024 11:58 AM

Screen Name Redacted

need uber service

4/05/2024 12:00 PM

Screen Name Redacted

The proposed By-Law should encourage greater competition among vehicle for hire companies and services. I would like to see Uber and Lyft rideshare services in the Town of Cobourg.

4/05/2024 12:02 PM

Screen Name Redacted

No

4/05/2024 12:15 PM

Screen Name Redacted

Years ago we used taxis in Cobourg, the vehicles were unclean and the drivers made me nervous.

4/05/2024 12:32 PM

Screen Name Redacted

There are not enough vehicle for hire to support the times I would use the service. The taxis are late and expensive, the the vehicles are not well kept.

4/05/2024 12:48 PM

Screen Name Redacted

None. Looking forward to being able to get a ride to/from downtown Cobourg so I can enjoy a drink or two with a nice meal, listening to a band or getting together with friends. This will help provide for safer roads as many people continue to drink and drive - maybe more options than abstaining will work for these folks.

4/05/2024 01:33 PM

Screen Name Redacted

Yes there's barely any it's impossible to go anywhere if you want a couple drinks or even emergency.. I was stuck at the hospital in the middle of the night with no way home . Horrible

4/05/2024 01:33 PM

Screen Name Redacted

Not enough taxis, as well as being to expensive and not reliable. Please allow ride share companies like uber or Ydrive to operate in Cobourg, giving those without a vehicle a reliable and more affordable way to get around as well as opening up job opportunities to those with permitted vehicles.

4/05/2024 01:40 PM

Screen Name Redacted

No

4/05/2024 01:55 PM

Screen Name Redacted

4/05/2024 02:23 PM

Current state of taxi service is absurd. Closes early or does not answer the phone. Reliable transportation keeps Our roads safe from impaired drivers and will improve the quality of living for Cobourg residence.

Screen Name Redacted

4/05/2024 02:26 PM

Ride share would be very helpful for getting around. Especially when people are out drinking and need a way to get home.

Screen Name Redacted

4/05/2024 02:32 PM

Uber Lyft or any other taxi services would certainly help restaurants and other festivals in cobourg as of right now no one can get home safely.

Screen Name Redacted

4/05/2024 02:49 PM

We need more services

Screen Name Redacted

4/05/2024 02:54 PM

We are not a city and I do not believe we can justify all of these different selections.

Screen Name Redacted

4/05/2024 02:58 PM

Not reliable and too expensive.

Screen Name Redacted

4/05/2024 03:16 PM

Concern; Fine to make up a set of rules; Nothing mentioned about monitoring and enforcement. Rule are not any good without accountabilities.

Screen Name Redacted

4/05/2024 03:39 PM

Need more options to get around. Need them to be reliable and work hours needed to sustain a job ex past 9 and show up on time. Past taxis never showed or hours late or just available at 9pm when shops close. Leaving young kids stranded in winter outside in dangerous situations Need them affordable.

Screen Name Redacted

4/05/2024 03:54 PM

There are several days during the year when the town bus service is not available, as is also the case with limited hours on weekends. This creates a barrier to enjoying all of the benefits of our town for persons with impaired mobility or other problems that limit their ability to travel on foot. Accordingly they must use nonpublic carriers at a cost that is many times that of a bus ticket. The town needs to consider a special relationship with these independent carriers so that it subsidizes the trip cost for these marginalized people.



Screen Name Redacted

4/05/2024 04:18 PM

We certainly need more taxis/companies to meet the towns need. With the busing system being so difficult for people to access it is imperative there is an alternative. I work with marginalized families that cant get to their appointments consistently and it is so frustrating for them. My main concern will be red tape that makes it hard to attract network companies. Ensure the By-Law is reaso able .

Screen Name Redacted

4/05/2024 04:24 PM

I think it will be a positive initiative, which will bring more options to customers, faster service, better standards, cleaner vehicles that are maintained better, and safer rides

Screen Name Redacted

4/05/2024 04:25 PM

We should welcome TNCs in Cobourg. It could help reduce drunk driving in the area and would provide more options to ensure residents without cars have access to the services and facilities they need. People need a way of safely travelling in the area, especially since our town has very limited public transit options.

Screen Name Redacted

4/05/2024 04:30 PM

Taxi service in Cobourg is practically non-existent. I drove a lady home from a hair salon since she had been waiting for 45 minutes for a cab! This is unacceptable.

Screen Name Redacted

4/05/2024 05:54 PM

Not enough of them, cannot ever get a ride or dd service in town of cobourg! We desperately need uber or lift to be able to operate in Cobourg.

Screen Name Redacted

4/05/2024 05:59 PM

I am concerned about our aging demographic and the need for safe, reliable, accessible transportation.

Screen Name Redacted

4/05/2024 06:25 PM

Not enough! And they almost all shut down early.

Screen Name Redacted

4/05/2024 07:10 PM

no

Screen Name Redacted

4/05/2024 07:24 PM

We need Uber or Lyft. I fear for those who cannot drive, and don't have access to the bus. The taxi system here is almost non existent

Screen Name Redacted

4/05/2024 08:00 PM

There is never enough taxis available to feel safe because you're often left stranded without one. Being able to rely on Uber, Lyft etc

would make a huge difference in being able to enjoys events and amenities in town.

Screen Name Redacted

4/05/2024 09:22 PM

We need reliable service in this town. Too many times we have been left without a safe ride home following a night or dinner out. Without a safe ride home, people are essentially forced to drink and drive (even if it's just one drink).

Screen Name Redacted

4/05/2024 09:24 PM

Our current services are unreliable at best. If a person wanted to go out for drinks at a restaurant at night, it is impossible to count on any of the existing services to be available to drive them home. We need something like Uber that is accessible by an app and is reliable.

Screen Name Redacted

4/05/2024 10:53 PM

It would be an excellent addition to Cobourg as we currently have unreliable transportation services.

Screen Name Redacted

4/06/2024 05:28 AM

No

Screen Name Redacted

4/06/2024 08:07 AM

Really hope we ge Uber/Lyft here soon. This is something we've been waiting for since we moved here in 2017. Desperately needed in this town considering how hard it is to get a taxi and how crappy our bus service is. This will mean we can support downtown restaurants and have a couple drinks without wondering how we will get home. This will provide my 15 year old son with a way to get to work and back on evenings that I am unable to drive because I'm at work too. We've tried using the transit system for him but there is never a bus that will get him from our home to Rosewood Estates (where he works) at a time that works.

Screen Name Redacted

4/06/2024 08:32 AM

I think it needs to be local people being able to offer this, not someone coming from Durham and running their car here. We need to offer to Northumberland residents first, or work it as a percentage of 90 local 10% not

Screen Name Redacted

4/06/2024 08:50 AM

I am very excited about the possibility of T.N.C. services coming to Cobourg. I use Uber and Lyft frequently when in the GTA and anywhere in the world that this service is available when I'm travelling. They provide safe, flexible, convenient transportation and reduce the need to have a car. I am certain that I will use the service if it becomes available in Cobourg.

Screen Name Redacted

4/06/2024 09:29 AM

We need access to information from the public regarding the reliability and quality of individual transportation providers AND drivers so we are better able to make informed choices

Screen Name Redacted

4/06/2024 12:40 PM

No

Screen Name Redacted

4/06/2024 07:24 PM

I would hope that nothing gets done that will adversely affect the existing taxi cab business.

Screen Name Redacted

4/06/2024 09:28 PM

Positive comments. It is nice that a local family owned business can be a regular Taxi service & also do other things like pick up & delivery etc. As a senior I use King Taxi to pick up or deliver items for me when I may not be able to & at a very reasonable cost. You then can build a good connection & deal with the. Same local people every time...instead of having to find someone different etc. etc. etc..

Screen Name Redacted

4/07/2024 02:07 PM

Encourage alternative local car use and keep parking fees realistic L  
C proposed new parking fees and fines are to rich for locals

Screen Name Redacted

4/07/2024 02:48 PM

No

Screen Name Redacted

4/08/2024 10:08 AM

Ubers are useless to me. I do not possess the technical savvy or electronic devices to access them! Create more taxi services.....please.

Screen Name Redacted

4/08/2024 01:51 PM

I think rideshare like Uber and Lyft should be permitted.

Screen Name Redacted

4/09/2024 09:36 AM

I have heard from others that it is quite difficult to obtain a taxi in Cobourg. I hope that this bylaw will open the door to more vehicle-for-hire services and provide better options for users.

Screen Name Redacted

4/09/2024 11:27 AM

No. We need taxi services.

Screen Name Redacted

Why did you ever do away with a bus service?

4/09/2024 04:38 PM

Screen Name Redacted

No, current operating procedures are satisfactory

4/10/2024 11:40 AM

Screen Name Redacted

No

4/10/2024 10:58 PM

Screen Name Redacted

I would just like to comment that I feel this is a much needed service in Cobourg. The existing taxi and public transit framework are not adequate. Both their hours of operation and availability are a barrier for people getting to and from work, or travelling safely around the town.

4/11/2024 12:07 AM

Screen Name Redacted

Any taxis registered that meets compliance should be rewarded for doing so ie free parking , hospital discounts for ridership etc etc

4/11/2024 01:21 PM

Screen Name Redacted

See above.

4/11/2024 02:23 PM

Screen Name Redacted

It is very difficult for older residents who don't drive to get around Northumberland. Please make it attractive for TNCs to come to Northumberland so folks can have a choice and some affordable options. We use TNCs all over the world - why not here in Cobourg too?

4/11/2024 08:09 PM

Screen Name Redacted

See response to question 7.

4/12/2024 07:43 AM

Screen Name Redacted

For TNC's, I'd like to see a requirement that the driver's picture, name and any ID # issued by the TNC be posted in the vehicle in a place that's clearly visible to the passenger.

4/12/2024 12:17 PM

Screen Name Redacted

No

4/12/2024 02:46 PM

Screen Name Redacted

I think we should be using TNC so we can cleaner better vehicle to ride in. The older population need something that is affordable and respectable to ride. Taxis don't cut it!!

4/12/2024 05:14 PM

Screen Name Redacted 4/12/2024 11:19 PM	no
Screen Name Redacted 4/13/2024 01:08 PM	Please do not add more government regulations. Companies need encouragement to help in public services.
Screen Name Redacted 4/14/2024 11:17 AM	we don't have enough taxis to cover our area, when you are told it is a 3 hour wait or they don't operate after a certain hour it limits the accessibility for all community members
Screen Name Redacted 4/14/2024 02:05 PM	From my admittedly limited experience, Cobourg currently provides patchy public transportation at best & the taxi services in Cobourg are unreliable (& the taxis themselves not always clean). A service like UBER would be most welcome provided enough drivers can be found that are interested in servicing the area. It would also be very helpful if either a properly scheduled bus service was available or a reliable "reservation" system were in place.
Screen Name Redacted 4/15/2024 10:03 AM	Better service is required. The current taxi service is less than the standard people expect. Increased competition is the best way to improve service.
Screen Name Redacted 4/15/2024 01:33 PM	Currently the wait times are completely excessive. You can't get a taxi without waiting for 30-45 minutes no matter the time of day. This is unsafe when you consider the potential for wait times to lead to drunk drivers on the road as well as citizens using the food bank with refrigerated foods and those experiencing accessibility issues because of illness or age. We need to allow more services into this town with the current population growth.
Screen Name Redacted 4/16/2024 08:25 AM	Please get Uber/Lyft ASAP
Screen Name Redacted 4/16/2024 08:31 AM	There is insufficient options for paid transportation around town. Cobourg needs to get with the times and bring Uber to Cobourg and the surrounding area to help support small businesses and reduce impaired driving.
Screen Name Redacted 4/16/2024 08:35 AM	The more service options there are, the better. Uber will add two the number of options.

Screen Name Redacted

4/16/2024 08:57 AM

No. Let's get this done. Cobourg needs Uber.

Screen Name Redacted

4/16/2024 11:51 AM

We have had taxi issues for several years in this town. Not being able to obtain a ride home is very concerning. This affects many of the businesses in this town. Guests do not attend functions as they don't believe they will be able to get home. This town is definitely not as safe as it was previously, so walking home is no longer an option. I look forward to hearing the results of this survey and welcome change.

Screen Name Redacted

4/16/2024 10:10 PM

The Town of Cobourg needs to ensure adequate supply of services are available in our community. The current services are not sufficient to service residents and do not support the vision of a vibrant community for young adults and families.

Screen Name Redacted

4/17/2024 12:11 PM

Cobourg needs electric buses. They should be small and run in a continuous loop from Walmart to the mall down to King street, up Division and back to Walmart.

Screen Name Redacted

4/17/2024 02:13 PM

Nope

Screen Name Redacted

4/17/2024 03:44 PM

No

Screen Name Redacted

4/17/2024 05:37 PM

It's time for Cobourg to get with the times and allow Uber, Lyft etc to operate in the area

Screen Name Redacted

4/17/2024 09:04 PM

I'm very concerned about the destruction of services for people with disabilities. There used to be after hours wheelchair accessible cabs but not anymore.

Screen Name Redacted

4/17/2024 09:40 PM

There's Not Enough Taxi's And We Need A Regular Everyday Running Buses That Go All Around Town 24/7 and Buses Running From Cobourg To Port Hope Everyday 24/7 People Not Only Would Want To Go Between Towns But Alot If People Work And Need Regular Transportation Back abd Forth People Work All Hours Of The Day And Night and Can't Get To Work Or Get Home From Work Because There's No Transportation Cabs Are Very Expensive! Cabs Need To Be Cheaper Most People Using Public Transportation and

Cabs or Drivers For Higher Are Low Income....

Screen Name Redacted

4/17/2024 10:33 PM

We need companies like uber that have hi standards already. No available taxi i. this town I am surprised we dont have more issues with DUI. Seriously, how danderous does it have to get.

**Optional question** (123 response(s), 77 skipped)

**Question type:** Essay Question