

**Pilon, Janet**

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**Subject:** Written Request to the City Council Hamilton about providing guidelines in Taxi By-laws .

**From:** Kamal Sardar

**Sent:** Wednesday, November 15, 2023 8:53 PM

**To:** Pilon, Janet <Janet.Pilon@hamilton.ca>

**Subject:** Written Request to the City Council Hamilton about providing guidelines in Taxi By-laws .

Respected,

I could not find any guidelines about the following rights of taxicab drivers in the Taxi By-laws.

SCHEDULE 25

APPENDIX 4

TAXICAB DRIVER BILL OF RIGHTS

1. Taxicab Driver has the following rights:

(b) fair and equitable dispatch service;

Without the guidelines of the above right, this right for taxicab drivers is purposeless. How can taxicab drivers find unfair and inequitable dispatch without having access to watch the online despatch system and without downloading the print for providing the proof to the city By-laws office?

We have been using nearly 40 zones in Hamilton (for more than 15 years) in both taxi companies. Whenever a taxicab login, it makes a sequence in any of the zones.

Every taxicab driver should be allowed access to watch the taxicabs booked behind in sequence his taxicab number with the dispatched orders to the taxicabs in the same zone as well as nearby zones with the time frame. Taxicab drivers can see the waiting orders (with detail) in a sequence, in the same zone and nearby zones. How a Taxicab driver can complain and get the print from the dispatch office for providing proof (against the dispatch office) to the city by-laws office? Surely, it is impossible that the dispatch office can give proof against his own unfair and inequitable dispatch.

No taxicab should be dispatched for orders (out of sequence), to any taxicab which is booked behind in the sequence. If any zone is empty and any order is waiting in that empty zone, this order must be gone 100% to the bidding option. So, every taxicab can accept that bidding order on an equal base.

So, every taxicab driver should be allowed online access to dispatched records for 30 days to print the proof. When it is proved that unfair & inequitable dispatch then there should be a reasonable penalty to the dispatch office (to pay this amount to that deprived taxicab driver as compensation).

So, please make clear guidelines/lines of action about unfair and inequitable dispatch.

Regards.

Sardar Kamal