



**City of Kingston  
Report to Council  
Report Number 25-205**

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**To:** Mayor and Members of Council  
**From:** Lanie Hurdle, Chief Administrative Officer  
**Resource Staff:** Alan McLeod, Senior Legal Counsel & Deputy City Solicitor,  
Legal Services  
Kyle Compeau, Director, Licensing & Enforcement  
**Date of Meeting:** August 12, 2025  
**Subject:** Kingston Area Taxi Commission – Next Steps

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**Council Strategic Plan Alignment:**

Theme: Policies & by-laws

Goal: See above

**Executive Summary:**

This report is intended to provide Council with an update on concerns raised during the June 3, 2025 meeting and recommend changes to transition oversight of the Transportation Networking Companies by-law and enforcement as well as the overall taxi service to better align with other provincial best practices.

This report highlights a number of ongoing concerns with the operations and oversight of taxi services. It also references the September 20, 2022 [Report Number 22-241](#) which provided Council with appropriate steps to change the oversight for the taxi service to align with provincial best practices. Information contained in [Report Number 22-241](#) has been reviewed by staff and is still valid. City staff recognize that there have been many changes, including technological changes, in the taxi industry since the establishment of the Kingston and Area Taxi Licensing Commission in 1989 and that the current structure is not best suited to oversee the delivery of services for Kingston residents. Taxi companies/operators have also expressed their support in transitioning this oversight from the Kingston and Area Taxi Licensing Commission (KATLC) (commonly known as Kingston Area Taxi Commission) to the municipality.

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City staff have consulted with Loyalist Township who did not have concerns with a potential change in oversight as long as the service within the Township is not impacted, including continued taxi service in Loyalist, ride share regulation and accessible transit services. Staff recommend that Loyalist be included in a working group to determine the impacts of this change and to facilitate the transition of services to municipal jurisdiction.

**Recommendation:**

**That** Council direct staff to provide a contract termination notification to the Kingston and Area Taxi Licensing Commission for the administration of the Transportation Networking Companies By-Law 2022-06 effective January 1, 2026; and

**That** Council direct staff to develop a new accessible taxi program in collaboration with taxi operators/companies and report back to Council before the end of 2025; and

**That** Council provide a notice of intention to withdraw from the Kingston and Area Taxi Licensing Commission to the Province of Ontario, Loyalist Township and the Kingston and Area Taxi Licensing Commission; and

**That** Council direct staff to initiate all required processes to implement a transition of taxi oversight services from the Kingston and Area Taxi Licensing Commission to the City of Kingston to be effective by September 2026.

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**Authorizing Signatures:**

ORIGINAL SIGNED BY CHIEF

ADMINISTRATIVE OFFICER

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**Lanie Hurdle, Chief  
Administrative Officer**

**Consultation with the following Members of the Corporate Management Team:**

Paige Agnew, Commissioner, Growth & Development Services	p.p.
Jennifer Campbell, Commissioner, Community Services	Not required
Neil Carbone, Commissioner, Corporate & Emergency Services	
David Fell, President & CEO, Utilities Kingston	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	
Ian Semple, Commissioner, Transportation & Infrastructure Services	

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**Options/Discussion:****Background**

In 2022, City staff brought a consideration report ([Report Number 22-241](#)) on the Kingston and Area Taxi Licensing Commission (KATLC) to Council following a motion directing staff to review options related to the oversight of taxi services. Council decided to maintain the KATLC structure to administer the taxi services with a number of planned improvements to increase transparency and accountability. Shortly after, Council approved an agreement that provided KATLC with the responsibility to administer the Transportation Network Companies (TNC) by-law since the taxi industry had been advocating for a by-law to regulate these companies for a number of years.

[Report Number 22-241](#) provided Council with information on an approach to transfer services from the KATLC to the municipality. The assessment included information on departmental implications including resourcing and financing. Staff have reviewed this information and believe that it is still applicable to current departments and services.

**Analysis****Financial Statements**

As part of the TNC administration agreement between the City and KATLC, Council requested yearly updates on this agreement. City staff reported back to Council with an update on June 3, 2025 ([Report Number 25-090](#)). As part of this report, City staff raised a concern with the delay in obtaining audited financial statements. The most recent audited financial statements provided to the City were for the 2021 fiscal year, received in November 2024. Over the last few years, staff have attempted multiple times to obtain audited financial statements, working directly with KATLC and their external auditors.

As part of the reporting back on June 3, 2025, KATLC had committed to submitting all overdue audited financial statements (2022, 2023 and 2024) by the end of 2025, with the submission of the 2022 financial statements by the end of July 2025. Staff have reached out to KATLC and their external auditors but have not received the 2022 audited financial statements as of writing this report. Annual audited statements are required for all partners that have agreements with the City and annual audited statements are required to be provided under the KATLC's governing statute. KATLC has also not been able to provide unaudited financial information. Despite years of attempting to obtain this financial information, KATLC has continuously failed to produce any financial reporting.

**Taxi Operators/Companies Feedback**

There are two taxi operators/companies serving residents of Kingston and Loyalist Township, Modern Taxi and Amey's Taxi (now owned by Coventry Connections Inc.). Both companies, which are the primary stakeholders, raised concerns about KATLC in 2022 as it relates to communication, operations and transparency. In light of the June 3, 2025 Council meeting, staff

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had additional discussions with both taxi companies. Both Amey's and Modern representatives shared that they felt that there had not been improvements over the last three years and that there were increased concerns related to the lack of financial information. The operations of KATLC are financed by taxi operator/company fees and taxi driver's fees and therefore, taxi operators/companies requested and expressed the need to obtain timely financial information that impact the industry's fees.

Both operators/companies have sent communication supporting the transfer of oversight of the TNC by-law and taxi services from KATLC to the City of Kingston. These letters are attached as Exhibit A to this report.

### **TNC and Accessible Taxi Services**

On May 17, 2022, the City and KATLC entered into a service level agreement transferring oversight of By-Law Number 2022-6, *A By-Law to Regulate and License Transportation Network Companies in the City of Kingston* to the KATLC. Since that date, the KATLC has provided the City with all aspects of the administrative and enforcement requirements of the TNC within the City and Loyalist Township.

In February 2024 ([Report Number 24-067](#)), Council endorsed a further agreement between the City and KATLC for the use of funds received by KATLC through its administration of the TNC by-law. This agreement was intended to use some of the revenues from the TNC licenses to support increased availability of accessible taxis through capital and operating investments. City staff reported to Council on June 3, 2025 ([Report Number 25-090](#)) recommending changes to funding allocations to better support the accessible service.

City staff had some additional discussions with both Amey's Taxi and Modern Taxi following the June 3, 2025 Council meeting. Both companies indicated that the administration/implementation of the accessible program is unclear and that KATLC seems to be purchasing its own vehicles rather than working with taxi companies. One of the companies talked about how accessible taxi programs exist in other communities and are administered in partnership with municipalities. Both felt that this program could be more successful under municipal oversight and would allow for municipal and private investments to be jointly maximized and services improved.

The agreement between the City and KATLC intended to flow subsidies to existing taxi operators and drivers through the KATLC from funds received from TNC operators (i.e., rideshare companies like Uber). It was not to set up a parallel accessible taxi system distinct from the existing taxi companies under the KATLC.

The TNC oversight generated approximately \$290,000 in revenues between May 2024 and April 2025. Based on information received by staff, it appears that \$107,000 of these revenues was redirected to support the licensing and enforcement function of the TNC by-law.

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### **General KATLC Operational Capacity**

It has been noted that KATLC has not had any independent employees to oversee operations in the last few years. The chair of the board has been assigned to fulfill the role of an employee during this period. It is unclear what kind of structure is in place to ensure regular accountability between the board and the employee. KATLC has also retained security services to provide enforcement support for TNC by-law administration.

As indicated in this report and as included in September 20, 2022 [Report Number 22-241](#), it is best practice for municipalities to administer this service. Municipalities have a number of departments that can support regular operations such as licensing, by-law enforcement, fleet maintenance, communications, legal and finance. This reduces the requirement for various smaller contracted services to support the oversight of taxi services. This would also include the elimination of leased space costs and stand-alone external auditor. Revenues would be redirected primarily to the City's Licensing and Enforcement with some potential support to Fleet maintenance.

### **Public Engagement**

City staff consulted Loyalist Township on the potential changes in the oversight of taxi services. Township staff did not express concerns understanding that the level of service would be maintained under city oversight.

### **Indigenization, Inclusion, Diversity, Equity & Accessibility (IIDEA) Considerations**

This report recommends that City staff work directly with taxi operators/companies to make improvements to the overall accessible taxi program within Kingston. In addition to these improvements within Kingston, Loyalist has been utilizing accessible taxis to mirror transit services provided through Amherstview Route 10 in the absence of Kingston Access Services and to meet legislative requirements. City staff will work with Loyalist staff and taxi operators/companies to ensure that this service is maintained.

### **Existing Policy/By-Law**

City of Kingston and the Townships of Kingston, Pittsburgh and Ernestown Act, 1989, S.O. 1989 Chap Pr29 as amended

By-Law Number 2022-06, A By-Law to Regulate and License Transportation Network Companies in the City of Kingston

### **Notice Provisions**

Staff are recommending that the City terminate the contract with the KATLC for the administration of By-Law Number 2022-6. Under section 3 of that agreement, either party may terminate the agreement upon 60 days notice to the other party.

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Staff are also recommending that the City provides a notice of intention to withdraw from the Kingston and Area Taxi Licensing Commission to the Province of Ontario, Loyalist Township and the Kingston and Area Taxi Licensing Commission. A year's notice to Loyalist Township is required under section 12(1) of the City of Kingston and the Townships of Kingston, Pittsburgh and Ernestown Act, 1989, S.O. 1989 Chap Pr29 as amended.

### **Financial Considerations**

It is expected that the administration of the TNC by-law will generate approximately \$290,000 for a full year of operations. These funds would be reallocated to an accessible taxi program, in partnership with taxi operators/companies as well as enforcement and other internal accessibility supports.

It is difficult to estimate how much revenue would be generated from the taxi services oversight. Because of a lack of financial reporting, the only relevant financial information that City staff could utilize was from the 2019 audited statements. The City does have financial statements from 2020 and 2021, but those two years were significantly impacted by the COVID pandemic and not reflective of the regular levels of services. [Report Number 22-241](#) reported that the 2019 audited financial statements included a revenue of \$290,000. It is expected that this revenue would be higher in 2026 as fees have increased over the last five years. It is anticipated that these revenues will be required to cover increased resources in By-Law Enforcement and Licensing as well as Fleet Maintenance.

### **Contacts:**

Lanie Hurdle, Chief Administrative Officer, 613-546-4291 extension 1231

### **Other City of Kingston Staff Consulted:**

Kyle Compeau, Director, Licensing & Enforcement

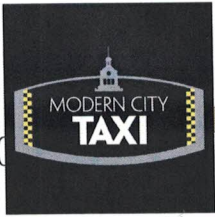
Alan McLeod, Senior Legal Counsel & Deputy City Solicitor, Legal Services

Brent Fowler, Director, Corporate Asset Management & Fleet

### **Exhibits Attached:**

Exhibit A – Letters from Modern Taxi and Amey's Taxi (Coventry Connections Inc.)

# Modern City Taxi Exhibit A to Report Number 25-205



439 Montreal St, Kingston, ON Phone: (613) 546-2222 Fax: (613) 384-9335

July 10, 2025

To: Mayor / Councilors for the CITY OF KINGSTON

After the council meeting of June 3, 2025, it seems appropriate and prudent for council to act and follow up with all the outstanding issues surrounding the Kingston Area Taxi Commission.

Modern City Taxi supports initiatives that would bring the control of TNC's and the governance of the Taxi Industry here in Kingston into the full governance and control of the City of Kingston, therefore terminating the outsourcing to the present commission.

We Thank you for your attention and look forward to positive changes.

Sincerely

Brian Campbell

MODERN CITY TAXI

Kingston Ontario



August 5, 2025

Lanie Hurdle,  
Chief Administrative Officer, City of Kingston  
216 Ontario Street, Kingston, ON K7L 2Z3

**Re: Support for the Dissolution of the Kingston Taxi Commission and Accessible Taxi Service Model**

Dear Ms. Hurdle,

I am writing in support of the decision to dissolve the Kingston Area Taxi Commission and transition the oversight of taxi operations to the City of Kingston Bylaw Services that will lead to a more modernized and accountable framework. This decision will not only streamline operations and reduce redundancy but also enhance the safety, service quality, and accessibility of transportation for Kingston residents.

In collaboration with the city of Kingston, we are looking ahead. There is a strong commitment on our behalf to sustainability and professionalism. Future fleet upgrades will include hybrid sedans and accessible vans in standard black or white, reflecting a clean and uniform look. **Commercial insurance** with high liability coverage, along with a dedicated risk management and in-house insurance department, always ensures both passenger and driver protection as well as accountability.

In conclusion, the dissolution of the Taxi Commission Agency allows for greater innovation, accountability, and a transparent and open working relationship between the City of Kingston Bylaw Services and Taxi Companies/Operators as well as higher service quality that benefits the residents of Kingston. Again, I support this transition that reflects the evolution of transportation toward a customer-first, technology-driven approach that maintains high safety and accessibility standards. This can be achieved through frequently organized stakeholder meetings and the revision of a new bylaw governing vehicles for hire.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Marc André Way', is written over a light blue horizontal line.

Marc André Way  
President and CEO  
Coventry Connections Inc.  
[maway@coventryconnections.com](mailto:maway@coventryconnections.com)

*Additional relevant document list:*

Ottawa [Vehicle for Hire By-Law No. 2016-272](#)  
The Regional Municipality of Niagara [By-law no. 2021-57](#)