

Summary of Industry Feedback

In December 2021, Administration surveyed the two licensed designated driver service providers operating in the city and the resulting feedback is summarized as follows:

- One service provider is satisfied with the current regulations because the licence is affordable and this allows the business to operate efficiently during the existing economic challenges.
- The other service provider is dissatisfied with designated driver services being licensed as a General Business instead of having a unique licence category, and that current regulations do not contain requirements for insurance and police information checks.
- One service provider suggested creating bylaw requirements for service providers to obtain sufficient insurance that covers both the business and the drivers, and for service providers to have a physical office. The other service provider suggested enhanced bylaw enforcement to limit operation of unlicensed designated driver operators.
- Both service providers indicated that they obtain annual police information checks from their drivers voluntarily and although it is not a regulatory requirement, they suggested that Administration add this requirement to the bylaw.