

May 20, 2009

To: Executive Committee

From: Councillor A.A. Heaps, Chair
Disability Issues Committee

**Subject: Taxi Industry Ad Hoc Fee Structure and Inequality for Persons
with Mobility Disabilities**

Decision Advice and Other Information:

The Disability Issues Committee on May 19, 2009 requested that the Chair advise the Executive Committee that the Disability Issues Committee requested the Director, Investigation Services, Municipal Licensing and Standards to report to the September 21, 2009 meeting of the Licensing and Standards Committee with regard to:

1. including the rights of people with disabilities in the Passenger's Bill of Rights that is displayed in Taxi Cabs; and
2. developing a simplified and more inclusive complaint process to address disability issues.

Background:

The Disability Issues Committee on May 20, 2009, considered a submission (May 1, 2009) from Frank Nyitray and Donna Ryder, Ryerson University outlining the results of a project they undertook, to research and expose the inequality of the fee structures that exist within the taxi industry which has a negative impact on persons with mobility disabilities who require the use of a taxi.

The following persons addressed the Committee:

- Frank Nyitray and Donna Ryder, Ryerson University, who presented a video regarding inequalities in the taxi fee structure for persons with mobility disabilities and provided a copy of their submission;
- Gus Michaels, Manager, Investigation Services, Licensing Enforcement, Municipal Licensing and Standards who commented on the video and advised that the public should report irregularities and complaints to Municipal Licensing and Standards; and

- Mr. Richard Mucha, Manager, Licensing Services, Municipal Licensing and Standards

Councillor A.A. Heaps, Chair
Disability Issues Committee

Margaret Lewis
Item 4

Attachment

- c.: Bernita Lee, Consultant
Diversity Management and Community Engagement

Mr. Richard Mucha, Manager, Licensing Services, Municipal Licensing and Standards

Gus Michaels, Manager, Investigation Services, Licensing Enforcement, Municipal Licensing and Standards

Frank Nyitray and Donna Ryder, Ryerson University