

Toronto's Taxicabs

Enabling Inclusive and Accessible Service

Taxicab Industry Review

- 2+ year review of Toronto's taxicabs
- One part focused on accessibility
- Phased approach to accessible taxicab service
 - Immediate goal: 6% of taxis to be accessible (June 2015)
 - Intermediate goal: Service equivalency (by 2019)
 - Long term goal: Wholly inclusive service

Jan.2014 - No accessible taxicabs available for metered on-demand service

Council Direction

- 2014 City Council made changes to Toronto's taxicab industry, including:
 - Create a new taxicab licence called the Toronto Taxicab Licence (TTL) which is owner-operated and is on an accessible vehicle
 - Issue 290 taxicab licences to enable metered on-demand accessible service (6% goal)
 - Transition all existing taxicabs to the Toronto Taxicab Licence (TTL) by 2024

Court Challenge

- Court challenge to the new bylaw heard in November 2014
- Court upheld the bylaw except the mandatory conversion of all taxicabs to the new licence by 2024
- All taxicabs would still become TTLs, but estimated it would take 30 – 40 years

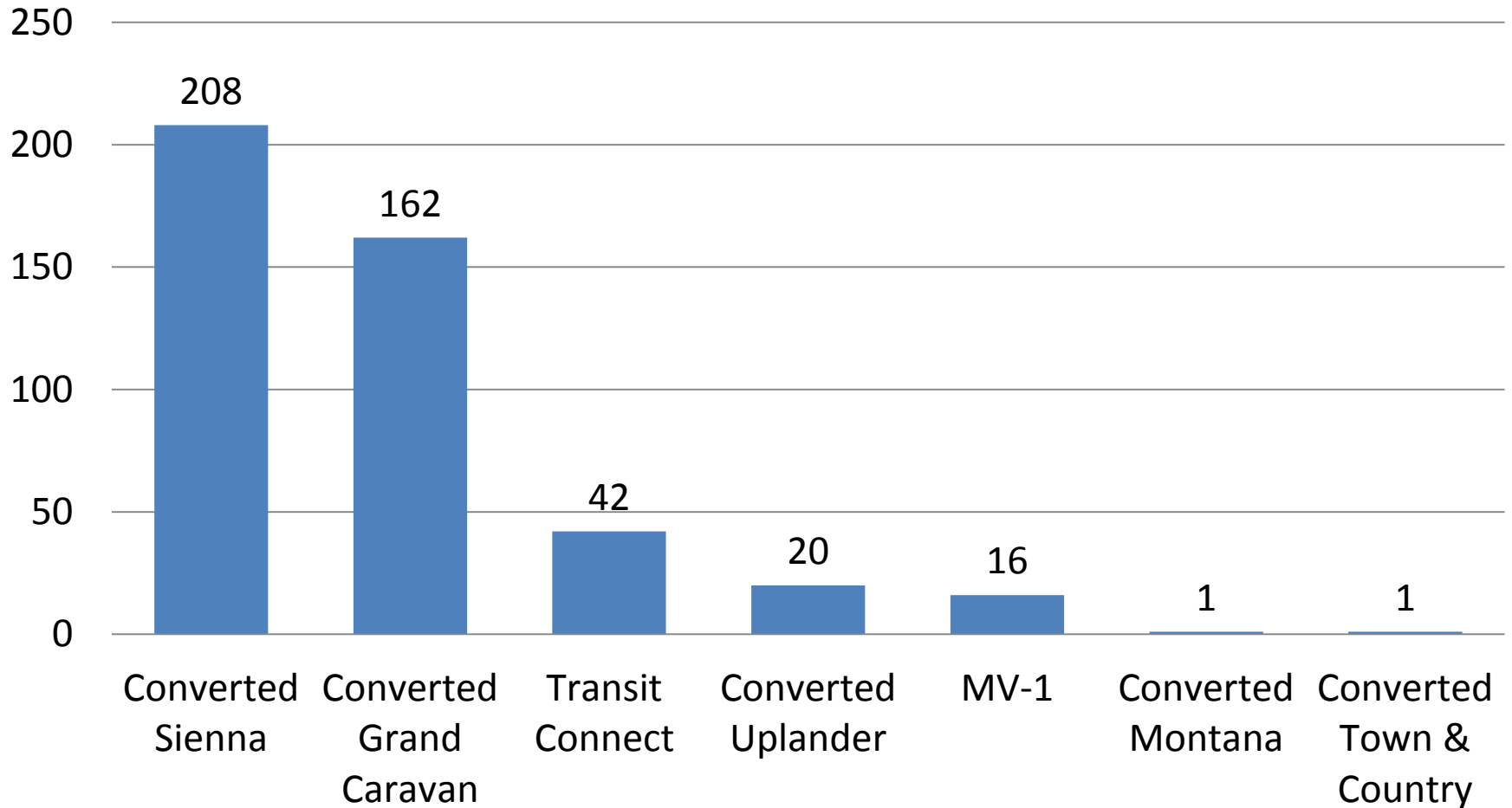
City Council

- May 2015, Council will be reconsidering some of the changes that were enacted last year
- Considering permitting Standard taxicabs to continue to operate in the same manner as they do now (non-accessible).
- 1/3 of the fleet (1700+) would still transition to TTLs and will be wheelchair accessible, over time

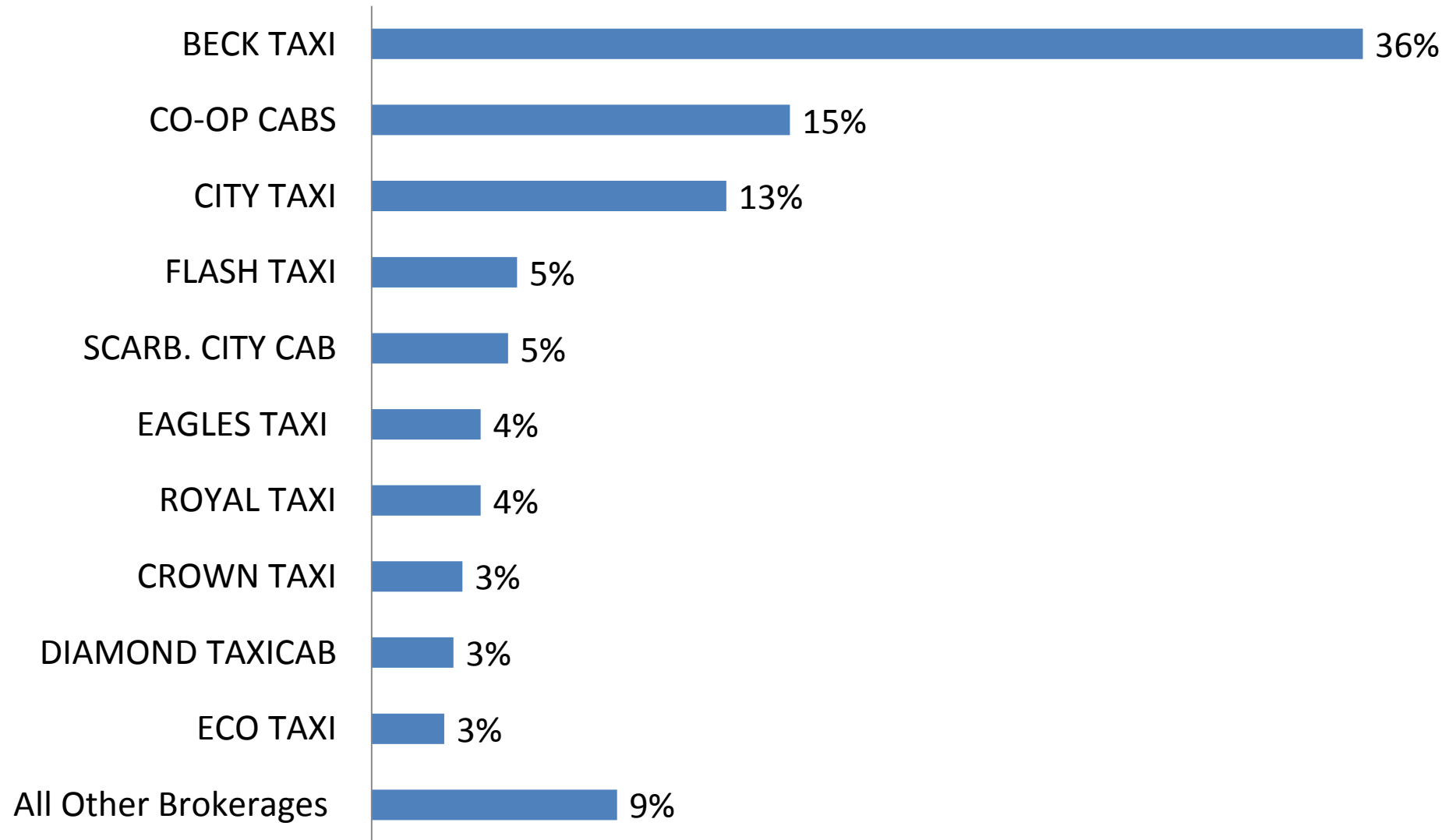
Accessible Taxicab Service

- Apr. 2015- 451 accessible taxicabs available metered on-demand service
 - 80 applications underway
- Greater than 10% of Toronto's taxicabs accessible by Pan Am Parapan Am Games

Types of Accessible Vehicles



Accessible Taxicabs by Brokerage



Accessibility - Taxicab Bill of Rights

- All taxicabs have updated Taxicab Bill of Rights
- Larger font
- TTY customer complaints number provided
- States: “passengers cannot be charged extra because of a disability or for a mobility device”

Outstanding Council Directions

- 1. Report back on flat rate wheelchair accessible transportation providers**
- 2. Report back on vehicle manufacturers ability to provide accessible taxis**
- 3. Report back on possibility of a standardized taxi vehicle similar to New York and London**
4. Report back on the challenges to obtaining insurance for accessible taxicabs

Outstanding Council Directions

5. In consultation with Disability Issues Committee, undertake a review on the success of the accessible taxicab initiative and report back if necessary to ensure the City achieves its service goals
6. Report back to the Licensing and Standards Committee meeting on the status of metered on-demand wheelchair accessible taxicab service.

Thank you

Tracey Cook

Email: tcook2@toronto.ca

Phone: 416-392-8445