



Notice of Motion

Feasibility study of delivering a centralized on-demand accessible taxicab dispatch service through the existing Wheel-Trans service

Moved by: Chair Jamaal Myers

Seconded by: Commissioner Dianne Saxe

Recommendation

TTC Board request Toronto Transit Commission staff to work with the Executive Director, Municipal Licensing and Standards on the feasibility of delivering a centralized on-demand accessible taxicab dispatch service through the existing Wheel-Trans service.

Summary

Through item 2024.EX19.4, City Council directed Municipal Licensing and Standards (MLS) to report to the Executive Committee with recommendations on further cost analysis, cost-benefit analysis and possible operational models for a proposed Centralized Dispatch Service (CDS), including utilizing existing dispatch service through Wheel-Trans. A CDS is a system that connects Toronto residents with wheelchair accessible vehicle taxis on-demand, regardless of which broker that taxi is connected to. The TTC already utilizes a CDS system to connect Wheel-trans service customers with wheelchair accessible taxis. As part of the discussion of 2024.EX19.4, Councillors expressed interest in understanding whether the CDS could be delivered by the existing Wheel-Trans service and/or draw upon their expertise having operated a CDS system. This motion allows TTC staff to engage with MLS staff in more in-depth discussions between MLS and TTC staff about the feasibility of using the existing Wheel-Trans operated CDS service. This would include establishing a project team, identifying business requirements and necessary resources for a CDS, and developing a detailed business case and cost estimate.

Date: September 2, 2025