



Update: Centralized On-Demand Accessible Taxi Dispatch Feasibility

Municipal Licensing and Standards (MLS)

Toronto Accessibility Advisory Committee (TAAC) – June 15, 2026

Purpose

To provide the Toronto Accessibility Advisory Committee (TAAC) with an update on work underway in response to City Council direction in [2024.EX19.4](#) and TTC Board direction in [2025.TTC8.11](#) to assess a Centralized Dispatch Service (CDS) for on-demand accessible vehicle-for-hire service, including cost-benefit analysis, potential operational models, external service delivery options, and the feasibility of utilizing existing dispatch infrastructure through Wheel-Trans.

Background

2020

The **Accessibility Fund Program (AFP)** was established to **support the availability of accessible taxicab service** and help **offset the higher costs** of operating wheelchair accessible vehicles

2024

2024 Vehicle for Hire Bylaw Review: identified ongoing **gaps in on-demand wheelchair accessible service**. Public and stakeholder support for improvements to accessible on-demand service, including exploration of a Centralized Dispatch Service (CDS).

December 2024: Executive Committee referred Bylaw Review back to staff for further consideration, including **assessment of operational models for proposed CDS**

2025

September 2025: the Toronto Transit Commission (TTC) Board requested TTC staff and MLS **assess the feasibility of delivering this service through the existing Wheel-Trans service.**

2026

AFP expanded with an increased grant of \$25,000 for eligible newly converted accessible vehicles, plus **ongoing annual incentives.**

Feasibility Study

In 2026, joint MLS-TTC discovery sessions have focused on understanding the current state of operations and what would be required to deliver an on-demand accessible taxicab dispatch service. Key areas of review include:

01 | Current Operations

How Wheel-Trans dispatch works today

02 | Technology Needs

Systems needed for intake, dispatch, and reporting

03 | Service Model Options

How the future service could operate

04 | Brokerage and Driver Participation

How brokers and drivers could be onboarded

05 | Cost and Resource Implications

Staffing, technology, and pilot costs

06 | Governance & Agreements

Agreements, data sharing, incentives, and reporting requirements

Current State – Preliminary Findings

TTC's existing Wheel Trans service model meets scheduled demand but it is not designed as a real-time, on demand dispatch service.

Booking and Eligibility Requirements

- Customers must register and complete eligibility screening to access service
- Trips must be booked in advance

System and Service Limitations

- Current model is built for scheduled trips, not real-time dispatch
- Limited evening and overnight service reduces ability to support 24/7 access

Supply and Contact Constraints

- TTC currently works with five accessible taxi brokerages
- Fixed budgets and brokerage contracts limit real time responsiveness

Areas of Further Feasibility Work

Further analysis is required to confirm what changes may be needed to support an expanded on-demand accessible dispatch model.

Areas of Work	Feasibility Focus
Enable Real-Time Dispatch	Determining what operational, technological, and contractual changes would be required to move from a scheduled booking model to real-time trip allocation
Expand Driver Participation	Providing incentives to attract non-TTC-affiliated vehicles to TTC-affiliated brokerages and exploring targeted, time-based incentives to increase participation within existing brokerage structures
Move Toward 24/7 On-Demand Service	Assessing vehicle supply, service capacity and cost implications for evening and overnight periods.
Simplify Customer Access	Removing eligibility screening as trips are charged at standard taxi meter rates for on-demand service

Next Steps



Continue joint feasibility discussions on identified gaps, including operational, technological, contractual and financial considerations.



Engage with other jurisdictions (e.g. City of Calgary), to better understand existing centralized on-demand dispatch models



Complete feasibility analysis and initiate implementation of a Centralized Dispatch Service – targeting Q1 2027