

Toronto Accessibility Advisory Committee

Meeting No.: 18

Meeting Date: Monday, June 15, 2026

Start Time: 9:30 AM

Location: Committee Room 1, City Hall/Video Conference

Contact: Jennifer Lin, Committee Administrator

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Chair: Councillor Jamaal Myers

DI18.2 - Update on Assessment of Centralized Dispatch System for On-Demand Wheelchair Accessible Vehicle-for-Hire Service

Decision Type: Presentation

Status: Amended

Wards: All

Committee Decision

The Toronto Accessibility Advisory Committee recommends that the Executive Committee:

1. Request the Executive Director, Municipal Licensing and Standards to report to the first Toronto Accessibility Advisory Committee meeting in 2027 on:

- a. working with stakeholders such as members of the disabled community, taxi brokerages, and Private Transportation Companies, on a review of options to increase accessible service provided by the vehicle-for-hire sector, including Private Transportation Companies, such as vehicle type, fleet size, and mandating a standard wait time,
- b. an investigation into the number of accessible taxi vehicle licenses distributed and in use across the city, including how many have been lost over the pandemic,
- c. consultations with the providers of accessible taxi vehicles to understand incentivization methods,
- d. the launch and implementation of the centralized dispatch system, and
- e. a feedback or comment process as part of the Accessibility Fund Program application process to capture data to improve the system.

Decision Advice and Other Information

The Director, Policy and Strategic Support, Municipal Licensing and Standards gave a presentation on Update: Centralized On-Demand Accessible Taxi Dispatch Feasibility.

Summary

At its meeting on June 15, 2026, the Toronto Accessibility Advisory Committee considered Item [DI18.2](#) and made a recommendation to the Executive Committee.

Summary from the presentation from the Manager, Municipal Licensing and Standards

Joanna Hazelden, Director, Policy and Strategic Support, Municipal Licensing and Standards (MLS) will provide a brief update on work done to-date to assess options for a centralized dispatch system for on-demand wheelchair accessible vehicle-for-hire service. Additional staff will be present to support with any questions.

Background Information

Presentation from the Manager, Municipal Licensing and Standards on Update: Centralized On-Demand Accessible Taxi Dispatch Feasibility

(<https://www.toronto.ca/legdocs/mmis/2026/di/bgrd/backgroundfile-287909.pdf>)

Communications

(June 15, 2026) E-mail from Nicole Corrado (DI.New)

(June 15, 2026) E-mail from Alexander Laraia (DI.New)

(June 15, 2026) E-mail from Adam Brozovsky (DI.New)

(June 15, 2026) E-mail from Peter Athanasopoulos (DI.New)

Speakers

Kimia Ommani

Marian Playter

Nikoletta Erdelyi

Adam Roy Cohoon

Omar Ha-Redeye, Spinal Cord Injury Ontario (SCIO) Board Member

Chris Stigas

Heather Laing

Kristine Hubbard, Beck Taxi

Jennifer Conroy

Peter Athanasopoulos

Alex Laraia