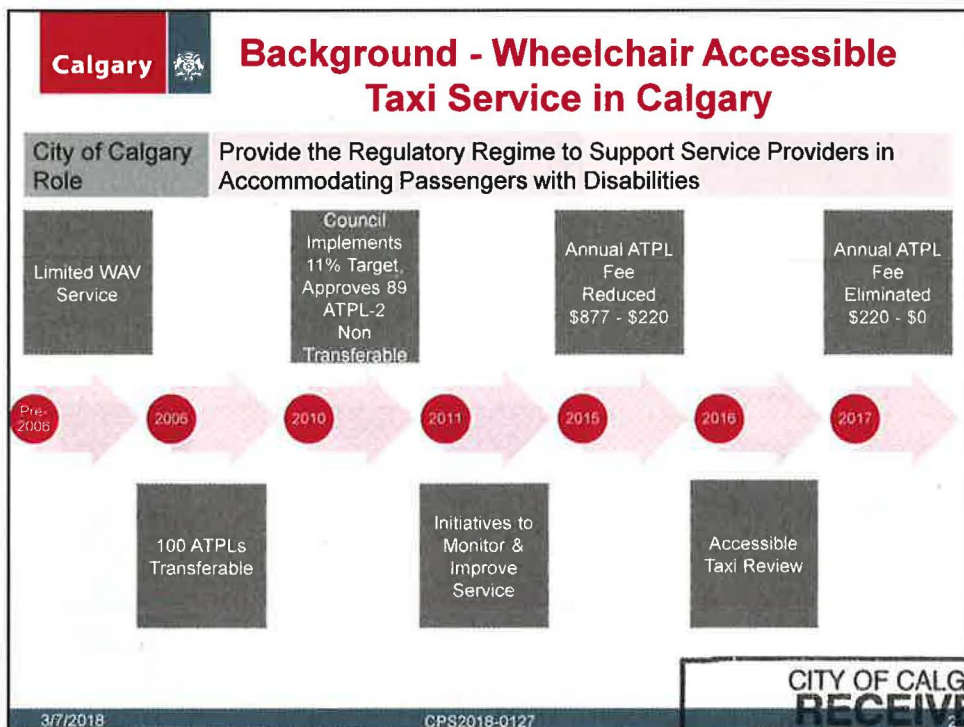





Accessible Taxi Review – CPS2018-0127

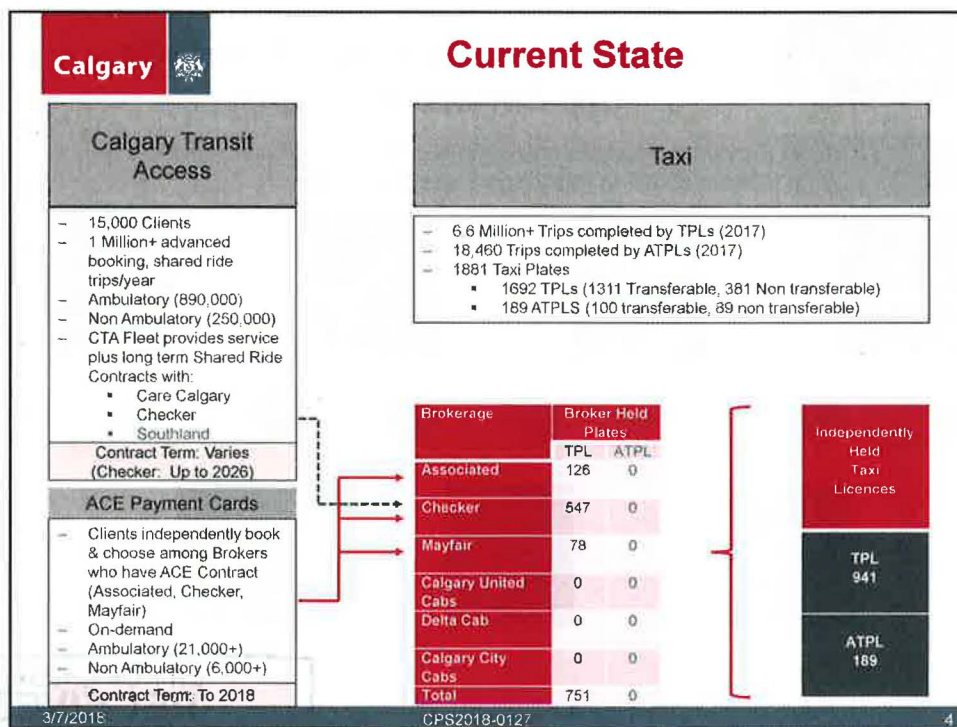
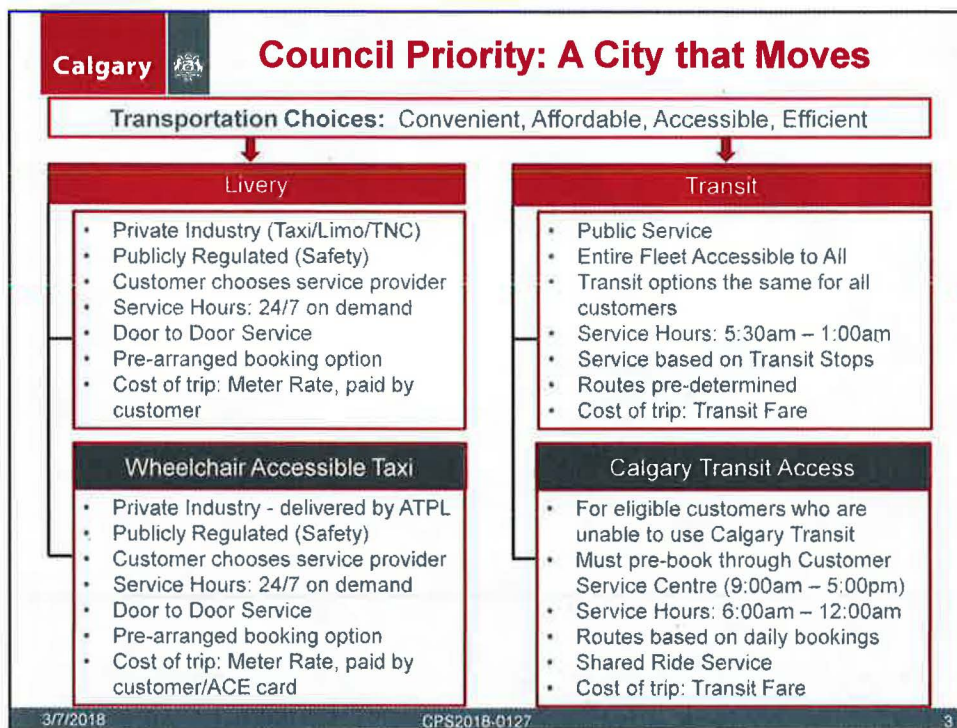
Presentation to SPC on Community & Protective Services
2018 March 07



CITY OF CALGARY
RECEIVED
 IN COUNCIL CHAMBER

 MAR 07 2018

 ITEM: 7.1 CPS2018-0127
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 CITY CLERK'S DEPARTMENT





Goals of Accessible Taxi Review

1. Increase customer service levels for accessible taxi users
 - Reduce wait times for wheelchair accessible customers
 - Improve driver interactions with customers using wheelchair accessible vehicles
2. Reduce the financial burden for ATPL holders and drivers
3. Respond to the evolving livery industry, ensuring that TNC operations do not erode accessible taxi service

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Engagement and Research

- Previous stakeholder engagement
- Advisory Committee on Accessibility
- Best practices research
- Leger Research Interviews with Accessible Taxi Customers
- Taxi, Limousine and TNC Companies
- Taxi Plate Licence Holders and Drivers

- Sustained dissatisfaction with wait times
- ATPL holders & drivers continued concerns with costs of operating WAVs
- Since entering Calgary's market, TNCs have not had an appreciable impact on WAV service delivery
- Recent initiatives in other jurisdictions to improve WAV service

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Findings of the Scoping Report

- Council Priority to Provide Transportation Choices to Citizens
 - 24/7 on demand taxi system (flexibility to choose)
 - public transit
- Collaboration Opportunities Between CTA and LTS
 - Collaborate on specialized training
 - Sharing information with Industry on timeline for ACE contract
- Broker Accountability Model



Proposed Options to Improve Service Delivery

- Phase 1: Customer Service Criteria-driven Annual Accessible Incentive Program for Accessible Taxi Plate Licence Holders and Drivers
- Additional Livery Industry Improvements
 - Public Awareness Campaign
 - Collaborate with Brokers on Communicating Wait times
 - Continued Engagement with Drivers
 - Engage with provincial and federal governments
- Phase 2: While monitoring Phase 1, explore the necessity of an Accessible Central Dispatch managed by Calgary Transit Access (report back to Council in 2020 Q2)

<div> <div>Calgary</div> <div></div> <div>Phase 1: Proposed Criteria to Qualify for Incentive</div> </div>		
	Accessible Taxi Plate Holder	Driver
Proposed Eligibility Criteria	<ul style="list-style-type: none"> Mechanicals submitted on time Inspector's Orders completed on time Minimal complaints on the vehicle condition Cordless debit machine installed in vehicle Meet bylaw requirements for vehicle on road a minimum of 250 days/year Meet bylaw requirements for ATPL-2 to drive a minimum 981 hours/year 	<ul style="list-style-type: none"> Complete minimum of 4 wheelchair accessible trips per month Accept all wheelchair accessible trips refused/rejected Perform daily maintenance of harness/ramps Minimal incidents or customer service complaints Complete LTS Accessible recertification/refresher training Meet Dispatch response time performance measures Renew Taxi Driver Licence on time
Proposed Annual Amount	<ul style="list-style-type: none"> Grant of \$1,500 (no conditions) Up to \$1,500 additional based on meeting the criteria above. Total possible incentive: \$3,000 	<ul style="list-style-type: none"> Up to \$2000 based on meeting the criteria above.
Over 8 years (estimated life of vehicle), eligible for total incentive up to \$40,000		
ATPL Licence Fee remains at \$0 (additional savings of approximately \$900 annually)		
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<div> <div>Calgary</div> <div></div> <div>Phase 1: Expected Benefits</div> </div>		
<ul style="list-style-type: none"> Driver training will improve customer experience Incentive will lead to reduced wait times Volume of wheelchair accessible trips expected to increase with service improvements 		
Tracked through:		
<ul style="list-style-type: none"> Analysis of trip data Customer Satisfaction Survey 		
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Additional Livery Improvements

Public Awareness Campaign

- Improve awareness of 24/7 on demand service
- Educate on process for submitting complaints
- Promote dual-purpose of wheelchair accessible vehicles

Collaborate with Brokers on Communicating Wait times

- Consistent process among all brokers for advising customers of wait times

Continued Engagement with ATPL Holders and Drivers

Engage with provincial and federal governments

- Addressing transportation issues for persons with disabilities
- Exploring how rules from other orders of government impact accessible service delivery

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Phase 2: Explore the Potential for Centralized Dispatch Managed by CTA

While monitoring Phase 1, explore the necessity of an Accessible Central Dispatch managed by Calgary Transit Access (report back to Council in 2020 Q2), considering how to:

- Leverage existing infrastructure
- Fund a central dispatch system
- Incorporate other incentives to supplement the Annual Accessible Incentive Program
- Incorporate lessons learned from other jurisdictions acknowledging the need to implement a system that takes into account Calgary's environment

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**ADMINISTRATION RECOMMENDATION:**

That the SPC on Community and Protective Services recommend that Council:

1. Receive this report and attachments for information;
2. Endorse the Phase 1 Accessible Incentive Program Framework in Attachment 1 and direct Administration to:
 - a. Fund the incentive through a per-trip fee applied to all taxi and TNC trips;
 - b. Bring forward amendments to the Livery Transport Bylaw 6M2007 based on this option in 2018 Q3;
3. Direct Administration to monitor the effectiveness of the Accessible Incentive Program for two years and to explore the necessity of a Phase 2 Accessible Taxi Central Dispatch and report back to Council by 2020 Q2.