

In preparation for today's meeting, I reviewed ACA's file about wheelchair accessible taxis. Here's a letter, dated February 3, 2006, from one of the past chairs of ACA. The last paragraph states: *"On behalf of organizations and individuals represented by ACA, thank you for making accessibility a priority."*

Insert Slide #1...

Twelve years later, we are still discussing Wheelchair Accessible Taxis (WATs). It doesn't seem we've made much progress on this issue; and while I have been told that accessibility is a priority at the City of Calgary, it doesn't really seem to be, when it comes to taxis.

Here is a slide documenting the touchpoint times that a City Committee or Calgary City Council has reviewed the issue of Wheelchair Accessible Taxis...

Insert Slide #2...

Let me draw your attention, not only to the sheer length and volume of time this matter has received (without resolution); but to the amount of money spent having external consultants study and report back to us—*noted by the double asterisks throughout*. Further—*noted by 5 bullet points*—the City has *already* studied the issue of a Centralized Dispatch two years ago. Today, administration recommends we study it some more and consider implementation in 2020?

As evidenced by the long train of consideration by Council and its advisory committees, never have wheelchair using taxi customers been equitably served; nor have drivers of wheelchair taxis been equitably compensated. Today's recommendations do not go far enough, to make whole, the poor customer service experienced by people in wheelchairs, nor compensation of wheelchair taxi drivers.

I think we can strengthen these recommendations by two key additions:

1. A Centralized Dispatch;
2. An immediate incentive that is tied to good service; more, if service is excellent or late night.

Cities that have made on-demand wheelchair accessible taxi service a priority have implemented centralized dispatch and workable incentive solutions within 1-2 years – even with the advent of disruptive TNCs like *Uber*.

From my participation in a recent taxi conference, terrific ideas to fund, subsidize and centralize taxi dispatch have already been implemented. Calgary does not have to reinvent the wheel. Perhaps a private entity could develop an app and make it available in Calgary. Taxi drivers could become members of this group; they get to use the app; and I, get the closest available wheelchair taxi!

Last year, the Montreal Taxi Board passed a motion declaring the following: *"Accessible service must have a maximum response time of 30 minutes after the call, 24 hours a day, 7 days a week, 12 months of a year. The implementation of this standard should be done progressively in 24 months."*

The City of Calgary can demonstrate similar leadership, by making similar promises—starting with addressing customer needs, as a first priority. I agree accessible taxi drivers need subsidizing; but should that be our priority -- over getting the closest wheelchair taxi to the person needing the service? It would make a lot of sense for the city and the province to allow ridesharing companies to make the same sorts of partnerships they have in Toronto. My understanding is that, right now, both city licensing and provincial regulation prevent such a solution.

On-demand wheelchair taxi service is hemorrhaging in Calgary today. Council's present mandate states that 11% of the taxi fleet must be wheelchair accessible and here is the current landscape:

Of the 189 Accessible Taxi Plate Licenses:

- 22 have been surrendered back to LTS;
- a further 19 are out of service.

Leaving a maximum 148 WATs in service. Of those:

- about 20 are waiting in the bullpen at YYC for a trip;
- still about 20 other are seconded to Calgary Transit Access (CTA) for its contracted services.
- Combine that, with about 45 accessible taxis about to age out of service,

We are left with 63 vehicles (only a third of Council's mandate) providing accessible service.

Average wait time for me to secure a wheelchair accessible taxi is between 60-90 minutes -- contrast that to regular taxi response times of between 5-10 minutes. How is this fair to our city's vulnerable citizens in wheelchairs and mobility devices?

Recently, I had a brief discussion with a fellow board member (at *March of Dimes Canada*), he quickly saw a way to implement a centralized dispatch system for Calgary. If an RFP was tendered now—for Centralized Dispatch—we could gain momentum and significantly improve accessible taxi response times. If *Uber* can do this so effectively, in Toronto, why can't it be copied in Calgary?

The City of Calgary has had years to come up with a workable solution. We pride ourselves on being an accessible and inclusive city, but we haven't been able to say this for 24/7 on-demand accessible taxi service. My networking is on-going and my willingness to engage is strong. Feel free to ask me any questions.



THE CITY OF
CALGARY

ADVISORY COMMITTEE ON ACCESSIBILITY (8116)

February 03, 2006

James Murray
Chairman
Calgary Taxi Commission (#128)
Suite 100 - 2116 27 Ave NE
Calgary AB T2E 7A6

Dear Mr. Murray:

SUBJECT: ACCESSIBLE TAXI LICENCES

The Advisory Committee on Accessibility (ACA) serves as a resource to City Council and City Administration in addressing accessibility issues. One of the issues the ACA has addressed is the development of commercially viable on-demand accessible taxis.

It was with great pleasure that I reviewed the Taxi Commission's 2006 Regulatory Agenda, where this possibility is discussed. Based on the recommendation to consider a new class of taxi license, it is clear that accessibility is a priority for the Taxi Commission, as it is for Council.

Please accept this letter as the ACA's support for creating a new class of taxi license for accessible vehicles. Additionally, the ACA would support a bylaw amendment which would require that all future licenses issued be accessible class licenses.

On behalf of the organizations and individuals represented by the ACA, thank you for making accessibility a priority.

Yours truly,

Kent Hehr
Chairman
Advisory Committee on Accessibility

xc John Hubbell, Director, Calgary Transit (166)
John te Linde, Manager, Policy and Planning

P.O. Box 2100,



Chronology of Accessible Transportation Touchpoints

by City of Calgary

Council Date	Report Number
1997 April 21	CPS97-22 Commissioners' Report to the Handicapped and Elderly Transportation Committee
1997 June 2	CPS97-29 Transportation Services for People with Disabilities -- Review Process
1997 July 28	TTP97-37 Report on Accessible Taxis
1997 December 15	C-97-107 Consultant Appnt-Transportation Services for People with Disabilities Review
1998 December 14	CPS98-71 Final Report of the Steering Cmte to Review Trnsprt'n Services for People with Disabilities
1999 May 3	TTP99-19 Transportation Services for People with Disabilities Review--Implementation Plan
2001 April 2	TTP2001-13 Transportation Services for People with Disabilities Review--Implementation Plan Update
Unk; CPS-2002 May 29	CPS2002-41 State of the City Recommendations & Strategy on Services for People with Disabilities
2002 November 4	TTP2002-50 Transportation Services for People with Disabilities Implementation Plan Update
2003 April 8	AC2003-12 Audit Report 02-10 Accessible Transportation Services
2005 December 12	CPS2005-81 Accessibility Policy
2016 February 22	C-2016-0144 - Attachment 6 Best Practices Review
2016 December 19	C2016-0898 - Accessible Taxi Review, Minutes
2017 March 20	C-2017-0250 Accessible Taxi Review Update, Minutes
2017 December 06 **	CPS2017-1151 LTAC Governance Review--Dr. D. Hara--Report C (Accessible Prstn-ACA)
TLAC/LTAC Date	Report Number
2010 December 17 **	TLAC-Reviews Taxi Supply Demand Ratio-Phase I-Assmnt of Service-Dr. D. Hara--Report A
2012 May 7 **	TT2012-14 Cover Rpt, Consultants' Report (JHOAD) and Council Minutes
2012 December 24 **	TLAC-Reviews Taxi Supp Dmnd Ratio-Phase II Measure Serv Stndrds-Dr. D. Hara--Report B
2013-2014	TLAC Annual Work plans defers accessible work in lieu of other priorities
2015 January 30 •••••	TLAC2015-01 Preliminary Concepts Re: Central Dispatch & Subsidization for Accessible Taxi Service
2016 May 11	TLAC2016-13 Verbal Update-Accessible Taxi Review
2016 August 3	TLAC2016-26 Verbal Update-Accessible Taxi Review
2016 August 31	TLAC2016-28 Accessible Taxi Review Update; Attachment (Options 1-5)
2016 September 8	LTAC Subcommittee; Option 6; Mill Rate/Global Policy Reivew
2016 September 23 **	LTAC Reviewed Accessible Taxi Survey--Qualitative Report--Leger Survey A
2016 October 5	LTAC 2016-33 Accessible Taxi Review Update; Attachment (Options 6 and 7)
2017 January 15	LTAC2017-02 ATPL Action Committee Submission; if Broker Accountability Model not supported, then capital/operating subsidy; Attachment
2017 February 2	Subcommittee Minutes (estimate costing of \$600K; address vehicle-type discrimination concerns, etc.)
2017 February 22	LTAC2017-09 Accessible Transportation Scoping Report; Attachment 1, 2
2017 November 15	LTAC2017-53 LTAC Governance Review--Dr. D. Hara Report C
2017 December 11 **	LTAC-CER Review Draft Report-Accessible Taxi Qualitative Research-Leger Survey B
2017 December 20 **	LTAC Review Report-Accessible Taxi Qualitative Research-Leger-Survey B

** Denotes--the City paid External Consultants for this work

••••• Denotes--the City has already studied Centralized Dispatch more than 2 years ago