

1. On-Demand Accessible Taxicab Service Study and Minor Amendments to Vehicle-for-Hire By-law related to Taxicabs

L'Étude sur la prestation des services de taxi accessibles sur demande et modifications mineures au Règlement sur les véhicules de location concernant les taxis

Committee recommendations as amended

That Council:

- 1. Receive the consultant's report entitled "Study of On-Demand Accessible Taxicab Services in the City of Ottawa", attached as Document 1 and referenced in this report.**
- 2. Direct staff to:**
 - a. develop, negotiate and implement a three-year pilot contract, with two optional one-year extension periods subject to mutual agreement of the City and the contractor, for a centralized dispatch service for on-demand wheelchair accessible vehicles, in consultation with the Chief Procurement Officer and in accordance with the Procurement By-law; and,**
 - b. evaluate and report back to Committee and Council on the efficacy of the pilot.**
- 3. Approve an annual incentive grant, on a three-year pilot basis, of:**
 - a. \$5,000 per year for three years for each accessible taxicab plate holder licensee or vehicle owner for investment in a fully wheelchair accessible vehicle subject to eligibility criteria prescribed by the Chief License Inspector; and,**
 - b. up to \$2,000 per year for each accessible taxicab driver for fulfilling criteria prescribed by the Chief License Inspector including accepting all on-demand wheelchair accessible trip requests and maintaining the vehicle operational and available for dispatched requests 50 hours per-week, 48 weeks annually; and, where plate holder licensees or vehicle owners who are also licensed and actively working drivers would be eligible to receive both incentives.**

4. Approve the implementation of a \$15 per trip contribution payable to the accessible taxicab driver for each completed on-demand wheelchair accessible fare, subject to the eligibility criteria prescribed by the Chief License Inspector, on a three-year pilot basis.
5. Approve amendments to the Vehicle-for-Hire By-law to take effect upon approval by Council, to:
 - a. reduce the accessible plate holder license transfer fee to \$312 per plate transfer; and
 - b. repeal the requirement that standard and accessible taxicab vehicles must be less than five model years of age upon entry to the fleet; and
 - c. provide for an increase of the current ten-year vehicle age limit to twelve model years for taxicab vehicles that are fully wheelchair accessible, fully electric or hybrid.
6. Direct staff to look into the feasibility of implementing a City of Ottawa run centralized dispatch system respecting on-demand accessible taxicab service and report back to Council before the end of the proposed three-year pilot project, ensuring sufficient time to implement a public option should the report identify this option as feasible and should Council decide to pursue it.

Recommandations du Comité telles que modifiées

Que le Conseil :

1. Reçoive le rapport du consultant intitulé « Étude sur la prestation des services de taxi accessibles sur demande dans la ville d'Ottawa », joint en tant que document 1 et référencé dans le présent rapport.
2. Dirige le personnel à effectuer ce qui suit:
 - a. Élaborer, négocier et mettre en œuvre un contrat pilote de trois ans, avec deux périodes de prolongation optionnelles d'un an, sous réserve d'un accord mutuel entre la Ville et l'entrepreneur, pour un service de répartition centralisé pour les véhicules accessibles en fauteuil roulant sur demande, en consultation avec le chef de

l'approvisionnement et conformément au Règlement sur les approvisionnements.

- b. Évaluer l'efficacité du projet pilote et en faire rapport au Comité et au Conseil.
3. Approuve une subvention incitative annuelle, selon un projet pilote de trois ans, d'un montant de:
 - a. 5 000 \$ par année pendant trois ans pour chaque détenteur d'une plaque d'immatriculation de taxi accessible ou chaque propriétaire d'un véhicule afin d'investir dans un véhicule entièrement accessible en fauteuil roulant, sous réserve des critères d'admissibilité prescrits par l'inspecteur en chef des permis;
 - b. jusqu'à 2 000 \$ par année pour chaque chauffeur de taxi accessible qui répond aux critères prescrits par l'inspecteur en chef des permis, notamment l'acceptation de toutes les demandes de déplacement accessibles en fauteuil roulant sur demande et le maintien du véhicule opérationnel et disponible pour les demandes d'utilisation 50 heures par semaine, 48 semaines par année; et, lorsque les détenteurs de plaque d'immatriculation ou les propriétaires de véhicules qui sont également détenteurs d'un permis travaillent activement, ils seraient admissibles aux deux incitatifs.
 4. Approuve la mise en œuvre d'une contribution de 15 \$ par voyage payable au chauffeur de taxi accessible pour chaque tarif complet accessible en fauteuil roulant sur demande, sous réserve des critères d'admissibilité prescrits par l'inspecteur en chef des permis, sur une base de projet pilote de trois ans.
 5. Approuve les modifications au Règlement sur les véhicules de location qui entreront en vigueur après l'approbation du Conseil, pour effectuer ce qui suit:
 - a. Réduire à 312 \$ par plaque d'immatriculation les frais de transfert de permis des détenteurs d'immatriculation pour véhicule accessible.
 - b. Abroger l'exigence selon laquelle les véhicules taxis standards et accessibles doivent être âgés de moins de cinq ans au moment de

leur entrée dans le parc.

- c. Prévoir une augmentation de la limite actuelle d'âge de 10 à 12 ans pour les modèles de taxis entièrement accessibles aux fauteuils roulants, entièrement électriques ou hybrides.
6. **Demande au personnel d'évaluer la faisabilité de la mise en place d'un système de répartition centralisé des taxis accessibles sur demande géré par la Ville, puis de lui présenter un rapport avant la fin du projet pilote proposé de trois ans, question de disposer d'assez de temps pour mettre en œuvre le tout s'il s'avère que c'est faisable et que le Conseil décide d'aller de l'avant.**

Documentation/Documentation

1. Director's report, By-law and Regulatory Services, Emergency and Protective Services Department, dated 6 June 2023 (ACS2023-EPS-BYL-0002).

Rapport du Directeur, Services des règlements municipaux, Services de protection et d'urgence, daté le 6 juin 2023 (ACS2023-EPS-BYL-0002).
2. Extract of Draft Minute, Emergency Preparedness and Protective Services Committee, 15 June 2023.

Extrait de l'ébauche du procès-verbal, Comité des services de protection et de préparation aux situations d'urgence, le 15 juin 2023.

**On-Demand Accessible Taxicab Service Study and
Minor Amendments to Vehicle-for-Hire By-law related to Taxicabs**

File No. ACS2023-EPS-BYL-0002 – City-Wide

Report recommendations

**That Emergency Preparedness and Protective Services Committee
recommend that Council:**

- 1. Receive the consultant's report entitled "Study of On-Demand Accessible Taxicab Services in the City of Ottawa", attached as Document 1 and referenced in this report.**
- 2. Direct staff to:**
 - a. develop, negotiate and implement a three-year pilot contract, with two optional one-year extension periods subject to mutual agreement of the City and the contractor, for a centralized dispatch service for on-demand wheelchair accessible vehicles, in consultation with the Chief Procurement Officer and in accordance with the Procurement By-law; and,**
 - b. evaluate and report back to Committee and Council on the efficacy of the pilot.**
- 3. Approve an annual incentive grant, on a three-year pilot basis, of:**
 - a. \$5,000 per year for three years for each accessible taxicab plate holder licensee or vehicle owner for investment in a fully wheelchair accessible vehicle subject to eligibility criteria prescribed by the Chief License Inspector; and,**

Mr. David Saint (consultant), Ms Valerie Bietlot, Manager, Public Policy Development, EPS, and Mr. Scott Laberge, Associate Director, Transit Services Department were also present to respond to questions.

Following the presentation, Councillor Bradley introduced the following Motion for the Committee's consideration prior to the receipt of public delegations:

MOTION N^o EPPSC 2023 05-01

Moved by Councillor J. Bradley:

WHEREAS the Vehicle-for-Hire By-law (2016-272, as amended) regulates taxicabs, limousines and Private Transportation Companies; and,

WHEREAS accessible on-demand taxicab service has suffered due to the lack of accessible plates/vehicles on the road, resulting in inadequate service to the accessible community; and,

WHEREAS a centralized dispatch service for on-demand wheelchair accessible vehicles has been identified to improve the availability and quality of service; and,

WHEREAS there is currently only one taxicab dispatch firm operating in Ottawa and previous market scans have identified that this specific dispatch firm is the only viable provider of accessible taxi dispatch services in Ottawa; and,

WHEREAS a centralized dispatch would function more efficiently as a publicly operated entity; and,

WHEREAS staff have advised that the City is not currently in a position to develop its own centralized dispatch system;

THEREFORE BE IT RESOLVED that Council direct staff to look into the feasibility of implementing a City of Ottawa run centralized dispatch system respecting on-demand accessible taxicab service and report back to Council before the end of the proposed three-year pilot project, ensuring sufficient time to implement a public option should the report identify this option as feasible and should Council decide to pursue it.

The Committee then heard from the following public delegations:

1. Mr. Tony Hajjar*
2. Dr. Lynn Ashdown
3. Mr. Georges Jarawan
4. Mr. Abdul Hamid Hussein
5. Mr. Amrik Singh, Unifor

Written correspondence was also received from the following individuals:

1. Mr. Jerry Fiori*, Past Chair, Ottawa Disability Coalition
2. Mr. Jake Brockman*, Public Policy (Canada), Uber
3. Mr. Marc Andre Way*, President and CEO, Coventry Connections Inc.
4. Mr. Phillip B. Turcotte*, Former Chair, Accessibility Advisory Committee
5. Mr. John Redins*

[Individuals / groups marked with an asterisk above either provided comments in writing or by e-mail; all submissions and presentations are held on file with the Office of the City Clerk.]*

Following questions to the delegations and to staff, and with Committee discussions having been concluded, Motion N^o EPPSC 2023 05-01 was put before the Committee and was 'CARRIED'. The report recommendations were then put before the Committee and were 'CARRIED', as amended by Motion N^o EPPSC 2023 05-01.

That Emergency Preparedness and Protective Services Committee recommend that Council:

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 - a. develop, negotiate and implement a three-year pilot contract, with two optional one-year extension periods subject to mutual agreement of the City and the contractor, for a centralized dispatch**

service for on-demand wheelchair accessible vehicles, in consultation with the Chief Procurement Officer and in accordance with the Procurement By-law; and,

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Carried, as amended